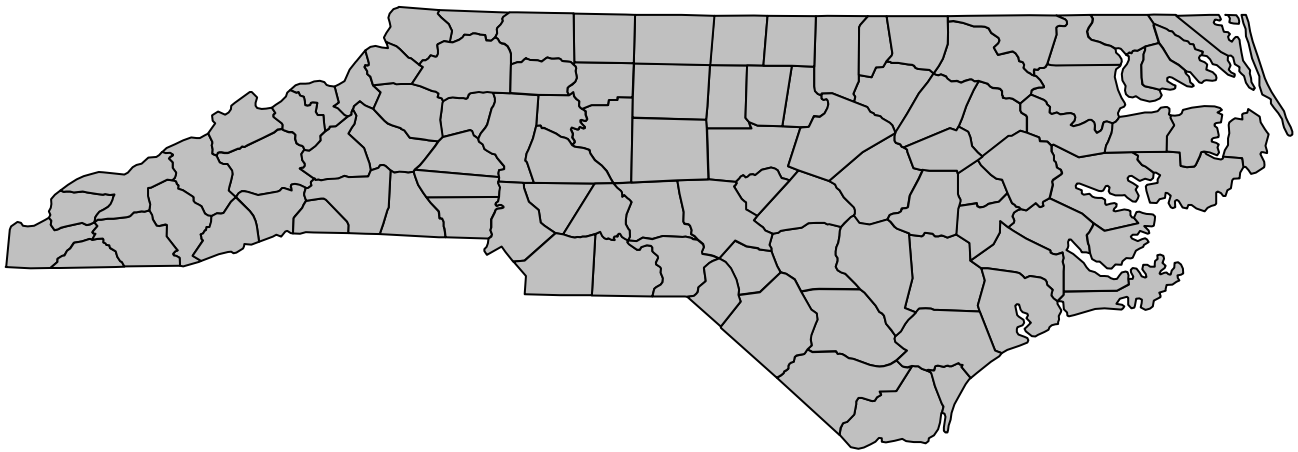


*North Carolina Division of Mental Health, Developmental  
Disabilities, and Substance Abuse Services*

## **CONSUMER SATISFACTION SURVEY for Area Programs**

**Fall 2003**



Prepared by  
Quality Management Team  
Community Policy Management Section  
Division of Mental Health, Developmental Disabilities, and Substance Abuse Services  
North Carolina Department of Health and Human Services



# Notes for Report

This report summarizes information from the Consumer Satisfaction Survey of the North Carolina Division of Mental Health, Developmental Disabilities, and Substance Abuse Services administered by local programs in October 2003. The objective of this report is to inform interested parties about levels of consumer satisfaction for the entire state and in local programs. It is hoped that this information will be one source of data among many which can (1) provide a common base of knowledge for discussions about North Carolina's mental health, developmental disabilities, and substance abuse services system and (2) help support efforts at improving the quality of care being provided.

Surveying consumers for their perception of services being provided is one important means for assessing quality of care. Understanding varying levels of satisfaction by local area or client characteristics can point to areas where services have been effective or areas which may need attention. The Division's consumer survey complements other outcome instruments and administrative measures of quality. When viewed as one piece of a larger effort, the consumer satisfaction survey is an important tool in the efforts to better serve Division clients.

The Division has been conducting consumer satisfaction surveys since the fall of 1995. After research and comparison with surveys used in other states, the decision was made in 1998 to adopt the nationally recognized consumer survey developed for the Mental Health Consumer Oriented Report Card. This survey was developed by the Center for Mental Health Services (CMHS) in collaboration with representatives of the consumer community and the Mental Health Statistics Improvement Program (MHSIP). Starting with the survey for 2003, the Division has switched to the most commonly used versions of the MHSIP survey. The adult version of the survey has twenty-eight questions and measures satisfaction in five areas: overall satisfaction, access to services, participation in treatment, appropriateness of services, and self assessment of outcomes. The slightly shorter youth version of the survey at twenty-one questions also measures satisfaction in five areas but substituting cultural sensitivity of staff for overall satisfaction.

## **Changes in Report**

Because of the change to different surveys for adults and youth for the 2003 report, this report breaks the data summaries into a section of tables for adults and a separate section for youth. Like previous reports of the consumer satisfaction data, this report looks at the data broken out by age, gender, race and ethnicity, client disability, and the length of time a client has been served. This information should further help in identifying areas where efforts have been successful as well as areas which require attention. Because of the change in the survey instruments, comparisons with prior years have not been included in this report.





The process of improving the way in which consumer satisfaction survey data is gathered and reported will be ongoing. We invite you to contact staff who are working on the consumer satisfaction survey with your suggestions.

### **Staff to Contact**

<b>Administering and Processing the Survey</b>	<b>Reporting and Analyzing the Survey Results</b>
Information Systems Team Resource/Regulatory Management Section Division of MH/DD/SAS 3019 Mail Service Center Raleigh, North Carolina 27699-3019	Quality Management Team Community Policy Management Section Division of MH/DD/SAS 3009 Mail Service Center Raleigh, North Carolina 27699-3004

# How to Make Use of This Report

There is a lot of information contained in this report. To help make full use of it we offer the following suggestions.

-  Keep your purpose in mind. Not all of the information is likely to be of equal interest. Your focus may be on a particular local program or just on the issue of access to services or only on adolescents. By keeping your purpose in mind when reading this material, you can use the table of contents to narrow your search for information.
-  View this information as a starting point for further discussion on consumer satisfaction and quality improvement efforts. The data contained in this report will probably generate new questions for you. View this report as providing one means to get at issues of concern and not the final or only source. The information from the survey does not provide answers for why levels of satisfaction may be different.
-  At the top of each page is information to guide you. The top heading tells you what general area of consumer satisfaction is being looked at: overall satisfaction, access to services, participation in treatment, cultural sensitivity of staff, appropriateness of services, or self-assessed outcomes. Below this will be a single sentence indicating what the table examines: age groups, gender, etc. Finally, a brief paragraph will note the key findings from the table. All of this should help quickly orient you to each page.
-  When you see NA in a table that means that there was no information available for that Local Management Entity (LME) for that particular column or that the number of consumers was less than ten and not reported for that category. Both for reasons of protecting privacy and avoiding inadequate samples, data for small numbers of clients are not presented. However, those consumers' data are still included in totals in statewide data.

## Key Findings Summary

There is a wealth of information in this report. This is a summary of the key findings from a statewide perspective.

- The vast majority of the consumers surveyed being served in the public mental health, developmental disabilities, and substance abuse services system in North Carolina indicated they were satisfied with the services being provided. Roughly nine of ten adult consumers surveyed indicated agreement with positive statements about access to services, the appropriateness of services, and overall levels of satisfaction. About seven of ten indicated satisfaction with their participation in treatment and felt they were making progress in getting along with others and functioning in society.
- For youth surveyed (teens and the parents of younger children) about nine in ten expressed satisfaction with the cultural sensitivity of staff, about eight in ten indicated satisfaction with access to services, participation in treatment, and the appropriateness of services and finally about seven in ten indicated they were making progress with the outcomes in their lives.
- Statewide, there are only modest differences in the satisfaction levels by different demographic categories. Hispanic/Latino clients are somewhat more satisfied than other racial/ethnic groups, adolescents are somewhat less satisfied than other age groups, and females are slightly more satisfied with access and the appropriateness of care but slightly less satisfied with their progress.
- Clients who have been served the longest report higher levels of satisfaction particularly with their outcomes or progress.
- It should be understood that this is a sample of those persons being served in the public system as it is now. It does not consider services which are not currently being provided nor does it survey persons who are not being served in the system.

# Consumer Satisfaction Survey - Fall 2003

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# Consumer Satisfaction Survey - Fall 2003

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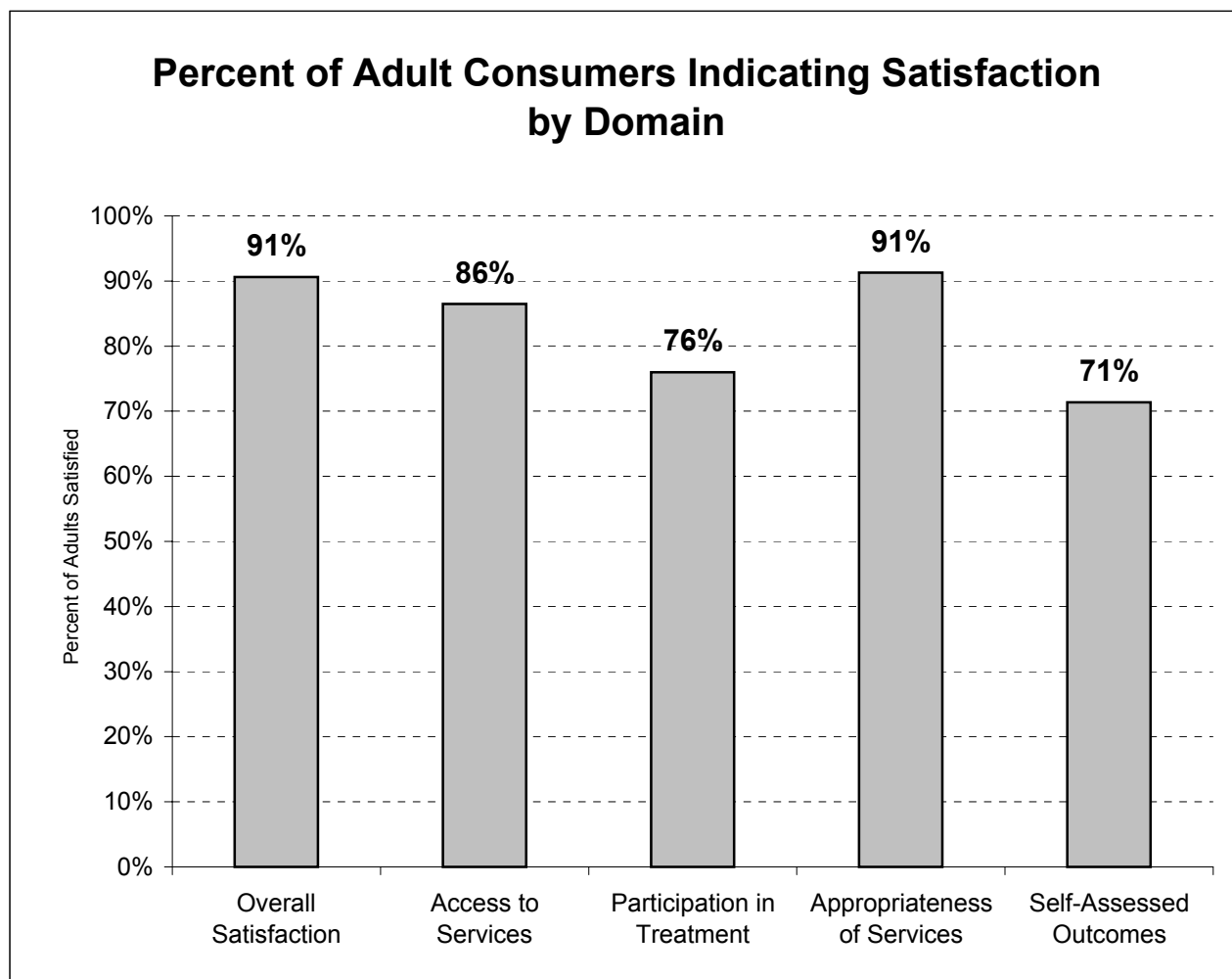
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# Statewide Summary for All Consumer Domains for Adults

*This table summarizes the percent of adult consumers expressing satisfaction or positive statements by five major areas of interest or domains.*

*Roughly nine in ten adult consumers indicate overall satisfaction, satisfaction with access to services, and satisfaction with the appropriateness of services. Seven in ten indicate satisfaction for their participation in treatment and their outcomes or progress.*

Consumers Surveyed October 2003	Statewide Summary for All Consumer Domains				
	Percent of Adult Consumers Positive/Satisfied by Domain				
	Overall Satisfaction	Access to Services	Participation in Treatment	Appropriateness of Services	Self-Assessed Outcomes
<b>Statewide</b>	<b>91%</b>	<b>86%</b>	<b>76%</b>	<b>91%</b>	<b>71%</b>



# Local Management Entity Summary for All Consumer Domains for Adults

*This table summarizes the percent of adult consumers expressing satisfaction or positive statements by five major areas of interest for each Local Management Entity (LME).*

*Roughly nine in ten adult consumers indicate overall satisfaction, satisfaction with access to services, and satisfaction with the appropriateness of services. Seven in ten indicate satisfaction for their participation in treatment and their outcomes or progress. In every LME 59% or more of adults expressed positive statements in each of these five domains.*

Consumers Surveyed October 2003	Local Management Entity Summary				
	Percent of Adult Consumers Satisfied by Domain				
	Overall Satisfaction	Access to Services	Participation in Treatment	Appropriateness of Services	Self-Assessed Outcomes
Alamance-Caswell	93%	85%	73%	93%	70%
Albemarle	89%	85%	73%	89%	62%
Catawba	89%	85%	70%	90%	76%
Centerpoint	91%	83%	72%	91%	72%
Crossroads	95%	92%	72%	93%	61%
Cumberland	89%	92%	80%	96%	78%
Durham	84%	76%	70%	84%	69%
Eastpointe	93%	91%	72%	92%	70%
Edgecombe-Nash	92%	88%	77%	95%	70%
Foothills	91%	86%	76%	89%	69%
Guilford	87%	87%	71%	90%	66%
Johnston	87%	76%	63%	86%	59%
Lee-Harnett	93%	90%	79%	89%	68%
Mecklenburg	89%	84%	75%	90%	79%
Neuse	88%	84%	78%	89%	70%
New River	93%	92%	82%	98%	71%
Onslow	91%	88%	84%	92%	77%
OPC	89%	87%	76%	89%	73%
Pathways	87%	80%	72%	89%	61%
Piedmont	90%	82%	73%	90%	72%
Pitt	88%	77%	80%	88%	79%
Riverstone	97%	94%	79%	94%	79%
Roanoke-Chowan	93%	90%	81%	90%	75%
Rockingham	94%	88%	77%	92%	72%
Sandhills	93%	92%	81%	96%	76%
Smoky Mountain	91%	81%	69%	89%	60%
Southeastern Center	93%	88%	78%	97%	71%
Southeastern Regional	94%	91%	80%	95%	83%
Tideland	89%	91%	77%	92%	66%
VGFW	92%	87%	78%	90%	69%
Wake	91%	92%	77%	91%	74%
Western Highlands	90%	85%	75%	91%	70%
Wilson-Greene	94%	92%	82%	92%	78%
<b>Statewide</b>	<b>91%</b>	<b>86%</b>	<b>76%</b>	<b>91%</b>	<b>71%</b>

# Overall Satisfaction for Adults

## Summary by Detailed Question

This table summarizes the overall levels of satisfaction for adults by LME and detailed question.

Nine out of ten adults surveyed indicated they were satisfied overall with their services and would choose to get services again from this agency or recommend the respective agency to others. No LME averaged less than 84% of adult consumers surveyed indicating there were satisfied with services overall.

Consumers Surveyed October 2003	Overall Satisfaction for Adults			
	Percent of Consumers Agreeing with Statement			
	I like the services that I received here	If I had other choices, I would still choose to get services from this agency	I would recommend this agency to a friend or family member	Overall Satisfaction Domain
Alamance-Caswell	94%	86%	92%	93%
Albemarle	91%	87%	88%	89%
Catawba	89%	85%	87%	89%
Centerpoint	93%	86%	91%	91%
Crossroads	93%	88%	95%	95%
Cumberland	93%	87%	88%	89%
Durham	86%	78%	85%	84%
Eastpointe	95%	90%	95%	93%
Edgecombe-Nash	93%	86%	95%	92%
Foothills	90%	87%	91%	91%
Guilford	89%	79%	89%	87%
Johnston	85%	76%	86%	87%
Lee-Harnett	94%	92%	93%	93%
Mecklenburg	91%	84%	89%	89%
Neuse	90%	85%	88%	88%
New River	95%	90%	95%	93%
Onslow	92%	86%	87%	91%
OPC	93%	86%	89%	89%
Pathways	88%	79%	88%	87%
Piedmont	91%	86%	89%	90%
Pitt	89%	83%	90%	88%
Riverstone	96%	93%	94%	97%
Roanoke-Chowan	93%	91%	94%	93%
Rockingham	94%	88%	95%	94%
Sandhills	95%	90%	93%	93%
Smoky Mountain	92%	85%	90%	91%
Southeastern Center	93%	88%	93%	93%
Southeastern Regional	95%	93%	92%	94%
Tideland	93%	84%	90%	89%
VGFW	89%	90%	92%	92%
Wake	93%	88%	90%	91%
Western Highlands	92%	84%	90%	90%
Wilson-Greene	94%	91%	93%	94%
<b>Statewide</b>	<b>92%</b>	<b>86%</b>	<b>91%</b>	<b>91%</b>

The Domain average may be outside the range of individual questions as it weighs the intensity of each question on the full 5-point scale before calculating the domain percentage.



# Overall Satisfaction for Adults

## Summary by Age

*This table summarizes adult consumers overall satisfaction by LME.*

*Statewide older adult consumers are somewhat more likely to indicate overall satisfaction than younger adults. However, in all LMES, 79% or more of adults in each age group indicated overall satisfaction.*

Consumers Surveyed October 2003	Overall Satisfaction for Adults			
	Average Percent of Consumers Indicating Overall Satisfaction			
	Age 18-34	Ages 35-54	Ages 55 and older	Unknown Age Adult
Alamance-Caswell	91%	94%	89%	NA
Albemarle	88%	86%	97%	NA
Catawba	84%	92%	91%	NA
Centerpoint	84%	94%	94%	NA
Crossroads	91%	95%	100%	NA
Cumberland	91%	87%	94%	NA
Durham	79%	87%	88%	79%
Eastpointe	95%	91%	96%	NA
Edgecombe-Nash	93%	92%	88%	NA
Foothills	94%	89%	88%	NA
Guilford	80%	90%	89%	NA
Johnston	81%	90%	94%	NA
Lee-Harnett	96%	91%	92%	94%
Mecklenburg	83%	92%	80%	NA
Neuse	88%	90%	87%	NA
New River	95%	94%	88%	NA
Onslow	88%	92%	96%	NA
OPC	84%	89%	95%	91%
Pathways	83%	88%	94%	NA
Piedmont	90%	93%	100%	NA
Pitt	88%	88%	94%	NA
Riverstone	94%	97%	100%	NA
Roanoke-Chowan	84%	94%	95%	NA
Rockingham	93%	93%	97%	NA
Sandhills	91%	95%	93%	NA
Smoky Mountain	86%	93%	90%	95%
Southeastern Center	93%	93%	97%	NA
Southeastern Regional	95%	93%	95%	NA
Tideland	88%	90%	93%	NA
VGFW	89%	92%	100%	NA
Wake	93%	90%	100%	NA
Western Highlands	86%	91%	92%	NA
Wilson-Greene	91%	93%	98%	89%
<b>Statewide</b>	<b>88%</b>	<b>91%</b>	<b>93%</b>	<b>87%</b>

*NA indicates there were less than ten responses so the data is not shown for the LME.*

# Overall Satisfaction for Adults

## Summary by Gender

*This table summarizes for adult consumers overall satisfaction by gender by LME.*

*Statewide females are slightly more likely to indicate overall satisfaction than males. In every LME, three-fourths or more each gender indicated overall satisfaction.*

Consumers Surveyed October 2003	Overall Satisfaction for Adults		
	Average Percent of Consumers Indicating Overall Satisfaction		
	Female	Male	Gender Unknown
Alamance-Caswell	93%	93%	93%
Albemarle	90%	86%	89%
Catawba	91%	86%	NA
Centerpoint	95%	86%	94%
Crossroads	94%	96%	NA
Cumberland	91%	90%	80%
Durham	87%	81%	79%
Eastpointe	95%	90%	100%
Edgecombe-Nash	95%	86%	100%
Foothills	92%	89%	94%
Guilford	88%	86%	88%
Johnston	87%	88%	NA
Lee-Harnett	90%	94%	94%
Mecklenburg	83%	91%	NA
Neuse	90%	87%	83%
New River	98%	89%	84%
Onslow	90%	92%	93%
OPC	90%	88%	89%
Pathways	88%	85%	NA
Piedmont	NA	NA	90%
Pitt	89%	86%	100%
Riverstone	97%	98%	94%
Roanoke-Chowan	91%	96%	NA
Rockingham	94%	92%	100%
Sandhills	95%	92%	92%
Smoky Mountain	93%	89%	88%
Southeastern Center	95%	91%	92%
Southeastern Regional	92%	94%	97%
Tideland	89%	88%	94%
VGFW	94%	92%	80%
Wake	93%	90%	91%
Western Highlands	91%	86%	92%
Wilson-Greene	94%	95%	91%
<b>Statewide</b>	<b>92%</b>	<b>89%</b>	<b>90%</b>

*NA indicates there were less than ten responses so the data is not shown for the LME.*

# Overall Satisfaction for Adults

## Summary by Race and Ethnicity

This table summarizes adult consumers overall satisfaction by race/ethnicity by LME.

There are only very small differences by race for overall satisfaction. No individual LME had enough Hispanic clients to show the data. All LMEs had at least three-quarters or more of their adult client indicate they were satisfied overall with services.

Consumers Surveyed October 2003	Overall Satisfaction for Adults				
	Average Percent of Consumers Indicating Overall Satisfaction				
	African American	White	Other (Native American, Asian, and Other)	Race Not Reported	Hispanic/Latino
Alamance-Caswell	91%	94%	NA	93%	NA
Albemarle	79%	91%	NA	89%	NA
Catawba	90%	88%	NA	NA	NA
Centerpoint	93%	89%	NA	94%	NA
Crossroads	100%	94%	NA	NA	NA
Cumberland	88%	93%	92%	81%	NA
Durham	86%	83%	77%	80%	NA
Eastpointe	88%	97%	NA	100%	NA
Edgecombe-Nash	94%	88%	NA	100%	NA
Foothills	92%	90%	NA	94%	NA
Guilford	90%	84%	100%	88%	NA
Johnston	91%	86%	NA	NA	NA
Lee-Harnett	92%	94%	NA	94%	NA
Mecklenburg	91%	85%	NA	90%	NA
Neuse	86%	89%	100%	83%	NA
New River	NA	94%	NA	84%	NA
Onslow	92%	90%	NA	93%	NA
OPC	94%	88%	NA	89%	NA
Pathways	87%	87%	NA	NA	NA
Piedmont	NA	90%	NA	90%	NA
Pitt	84%	90%	NA	100%	NA
Riverstone	97%	98%	NA	94%	NA
Roanoke-Chowan	92%	93%	NA	NA	NA
Rockingham	96%	92%	NA	100%	NA
Sandhills	94%	93%	91%	92%	NA
Smoky Mountain	NA	91%	NA	88%	NA
Southeastern Center	91%	94%	100%	92%	NA
Southeastern Regional	95%	93%	86%	97%	NA
Tideland	93%	86%	NA	94%	NA
VGFW	94%	93%	NA	80%	NA
Wake	87%	94%	NA	91%	NA
Western Highlands	86%	89%	NA	92%	NA
Wilson-Greene	98%	90%	NA	91%	NA
<b>Statewide</b>	<b>91%</b>	<b>90%</b>	<b>92%</b>	<b>90%</b>	<b>94%</b>

- Hispanic/Latino is a special designation that is made separate from race in the client data. Clients who are marked as such may come from any racial group.

- NA indicates there were less than ten responses so the data is not shown for the LME.

# Overall Satisfaction for Adults

## Summary by Clients' Disability

*This table summarizes for adult consumers the overall satisfaction by client disability by LME.*

*Statewide there was little difference in overall satisfaction by disability. Nine out of ten adult clients indicated overall satisfaction. No single LME had enough developmental disability clients to permit showing their data. Clients with developmental disabilities are not required to use this consumer satisfaction survey but may be included.*

Consumers Surveyed October 2003	Overall Satisfaction for Adults				
	Average Percent of Consumers Indicating Overall Satisfaction				
	Mental Health	Substance Abuse	Developmental Disabilities	Multiple Disabilities	Disability Unknown
Alamance-Caswell	94%	91%	NA	92%	93%
Albemarle	87%	NA	NA	100%	87%
Catawba	88%	NA	NA	100%	86%
Centerpoint	90%	89%	NA	93%	88%
Crossroads	95%	NA	NA	93%	96%
Cumberland	89%	NA	NA	94%	88%
Durham	88%	87%	NA	84%	80%
Eastpointe	93%	NA	NA	91%	95%
Edgecombe-Nash	94%	NA	NA	91%	91%
Foothills	90%	100%	NA	89%	91%
Guilford	88%	88%	NA	89%	81%
Johnston	91%	NA	NA	83%	77%
Lee-Harnett	94%	NA	NA	94%	93%
Mecklenburg	80%	87%	NA	91%	94%
Neuse	88%	86%	NA	86%	91%
New River	96%	NA	NA	94%	89%
Onslow	91%	94%	NA	91%	88%
OPC	88%	NA	NA	91%	91%
Pathways	89%	93%	NA	88%	82%
Piedmont	NA	NA	NA	NA	88%
Pitt	91%	81%	NA	91%	90%
Riverstone	100%	NA	NA	96%	94%
Roanoke-Chowan	94%	NA	NA	90%	94%
Rockingham	94%	NA	NA	95%	92%
Sandhills	96%	94%	NA	92%	90%
Smoky Mountain	93%	NA	NA	100%	86%
Southeastern Center	93%	94%	NA	96%	93%
Southeastern Regional	91%	91%	NA	97%	95%
Tideland	89%	NA	NA	90%	92%
VGFW	92%	NA	NA	95%	87%
Wake	91%	100%	NA	93%	89%
Western Highlands	84%	NA	NA	92%	94%
Wilson-Greene	93%	100%	NA	94%	91%
<b>Statewide</b>	<b>91%</b>	<b>90%</b>	<b>91%</b>	<b>92%</b>	<b>89%</b>

*NA indicates there were less than ten responses so the data is not shown for the LME.*

# Overall Satisfaction for Adults

## Summary by Length of Time Since Admission

This table summarizes adult consumers overall satisfaction by the length of time since the client was admitted to the LME.

Statewide, there was little difference in overall satisfaction by length of service.

Consumers Surveyed October 2003	Overall Satisfaction for Adults						
	Average Percent of Consumers Indicating Overall Satisfaction						
	One Month or Less	One to Six Months	Six to Twelve Months	One to Five Years	Five to Ten Years	More than Ten Years	Unknown Length
Alamance-Caswell	100%	95%	94%	90%	94%	92%	93%
Albemarle	68%	85%	95%	96%	92%	85%	89%
Catawba	NA	91%	88%	86%	87%	91%	NA
Centerpoint	90%	89%	76%	88%	95%	94%	94%
Crossroads	94%	89%	93%	98%	100%	100%	NA
Cumberland	100%	96%	100%	89%	87%	81%	80%
Durham	88%	81%	78%	86%	81%	89%	79%
Eastpointe	86%	96%	100%	90%	100%	92%	100%
Edgecombe-Nash	93%	90%	81%	93%	94%	94%	100%
Foothills	100%	91%	90%	83%	93%	93%	94%
Guilford	100%	89%	91%	81%	93%	86%	88%
Johnston	83%	85%	91%	86%	87%	94%	NA
Lee-Harnett	71%	100%	80%	92%	100%	94%	94%
Mecklenburg	85%	86%	100%	89%	81%	87%	NA
Neuse	83%	91%	100%	90%	89%	85%	83%
New River	100%	94%	100%	96%	91%	91%	84%
Onslow	83%	92%	100%	90%	94%	87%	93%
OPC	NA	76%	82%	90%	93%	89%	89%
Pathways	91%	90%	82%	86%	81%	93%	NA
Piedmont	NA	NA	NA	NA	NA	NA	90%
Pitt	88%	81%	88%	89%	91%	85%	100%
Riverstone	100%	100%	NA	97%	97%	96%	94%
Roanoke-Chowan	100%	85%	83%	92%	91%	97%	NA
Rockingham	94%	85%	100%	98%	95%	95%	100%
Sandhills	96%	88%	94%	95%	95%	94%	92%
Smoky Mountain	NA	88%	100%	98%	92%	84%	88%
Southeastern Center	100%	98%	97%	92%	92%	87%	92%
Southeastern Regional	NA	90%	100%	89%	100%	96%	97%
Tideland	90%	83%	NA	89%	86%	94%	94%
VGFW	100%	91%	NA	92%	83%	98%	80%
Wake	95%	88%	100%	93%	93%	85%	91%
Western Highlands	76%	90%	85%	96%	93%	83%	92%
Wilson-Greene	NA	86%	NA	97%	95%	96%	91%
<b>Statewide</b>	<b>91%</b>	<b>89%</b>	<b>91%</b>	<b>91%</b>	<b>92%</b>	<b>91%</b>	<b>90%</b>

NA indicates there were less than ten responses so the data is not shown for the LME.

# Access to Services for Adults

## Summary by Detailed Question

This table summarizes consumer perceptions about access to services for adults by LME.

Overall most adult clients surveyed felt they had good access to services. Every LME averaged 76% or more of adult clients indicating positive statements on the Access to Services Domain. The statements adult consumers were most likely to agree with were "Services were available at times that were good for me" and "Staff were willing to see me as often as I felt it was necessary".

Consumers Surveyed October 2003	Access to Services for Adults						
	Percent of Consumers Agreeing with Statement						
	The location of the services was convenient (parking, public transportation, distance, etc.)	Services were available at times that were good for me	I was able to see a psychiatrist when I wanted to	Staff returned my calls within 24 hours	Staff were willing to see me as often as I felt it was necessary	I was able to get all the services I thought I needed	Access to Services Domain
Alamance-Caswell	85%	89%	73%	81%	87%	87%	85%
Albemarle	82%	86%	78%	83%	85%	82%	85%
Catawba	88%	89%	79%	79%	90%	86%	85%
Centerpoint	87%	89%	73%	78%	87%	85%	83%
Crossroads	95%	92%	87%	82%	92%	90%	92%
Cumberland	86%	93%	83%	83%	94%	91%	92%
Durham	81%	82%	64%	73%	81%	77%	76%
Eastpointe	88%	94%	85%	88%	91%	89%	91%
Edgecombe-Nash	89%	93%	79%	86%	92%	87%	88%
Foothills	86%	91%	74%	82%	89%	87%	86%
Guilford	89%	88%	81%	82%	90%	84%	87%
Johnston	82%	85%	69%	73%	83%	80%	76%
Lee-Harnett	91%	92%	82%	90%	92%	90%	90%
Mecklenburg	82%	88%	78%	76%	84%	85%	84%
Neuse	88%	88%	66%	81%	88%	82%	84%
New River	92%	93%	83%	85%	94%	91%	92%
Onslow	89%	91%	83%	84%	94%	88%	88%
OPC	82%	87%	82%	83%	90%	83%	87%
Pathways	84%	89%	70%	74%	85%	82%	80%
Piedmont	93%	88%	73%	82%	86%	81%	82%
Pitt	81%	86%	77%	76%	85%	84%	77%
Riverstone	96%	96%	83%	89%	95%	93%	94%
Roanoke-Chowan	90%	94%	86%	90%	94%	92%	90%
Rockingham	87%	93%	79%	87%	92%	89%	88%
Sandhills	89%	93%	81%	90%	94%	91%	92%
Smoky Mountain	87%	88%	66%	83%	88%	85%	81%
Southeastern Center	83%	91%	75%	87%	93%	90%	88%
Southeastern Regional	88%	93%	80%	88%	95%	92%	91%
Tideland	89%	91%	87%	88%	90%	91%	91%
VGFW	93%	94%	80%	88%	88%	87%	87%
Wake	86%	95%	81%	80%	93%	91%	92%
Western Highlands	89%	89%	75%	84%	89%	84%	85%
Wilson-Greene	93%	93%	84%	86%	91%	94%	92%
<b>Statewide</b>	<b>87%</b>	<b>90%</b>	<b>78%</b>	<b>83%</b>	<b>90%</b>	<b>87%</b>	<b>86%</b>

The Domain average may be outside the range of individual questions as it weighs the intensity of each question on the full 5-point scale before calculating the domain percentage.

# Access to Services for Adults

## Summary by Age

*This table summarizes adult consumer perceptions about access to services by age by LME.*

*Statewide older adult clients were somewhat more likely to be satisfied with access to services than young adults. In every LME, two-thirds or more each adult age group indicated satisfaction with access.*

Consumers Surveyed October 2003	Access to Services for Adults			
	Average Percent of Consumers Indicating Services Were Accessible			
	Age 18-34	Ages 35-54	Ages 55 and older	Unknown Age Adult
Alamance-Caswell	86%	86%	80%	NA
Albemarle	83%	85%	88%	NA
Catawba	75%	91%	86%	NA
Centerpoint	83%	83%	84%	NA
Crossroads	89%	91%	100%	NA
Cumberland	90%	91%	100%	NA
Durham	77%	75%	80%	73%
Eastpointe	88%	93%	92%	NA
Edgecombe-Nash	83%	90%	90%	NA
Foothills	90%	82%	88%	NA
Guilford	81%	91%	85%	NA
Johnston	66%	82%	75%	NA
Lee-Harnett	96%	88%	93%	87%
Mecklenburg	85%	84%	80%	NA
Neuse	75%	86%	90%	NA
New River	89%	93%	95%	NA
Onslow	93%	85%	88%	NA
OPC	84%	87%	85%	91%
Pathways	82%	76%	92%	NA
Piedmont	84%	85%	89%	NA
Pitt	76%	75%	94%	NA
Riverstone	88%	96%	95%	NA
Roanoke-Chowan	89%	89%	95%	NA
Rockingham	88%	87%	88%	NA
Sandhills	89%	94%	92%	NA
Smoky Mountain	75%	82%	93%	76%
Southeastern Center	80%	90%	95%	NA
Southeastern Regional	89%	91%	95%	NA
Tideland	83%	94%	100%	NA
VGFW	85%	87%	90%	NA
Wake	95%	89%	100%	NA
Western Highlands	80%	89%	84%	NA
Wilson-Greene	91%	89%	98%	89%
<b>Statewide</b>	<b>84%</b>	<b>87%</b>	<b>90%</b>	<b>82%</b>

*NA indicates there were less than ten responses so the data is not shown for the LME.*

# Access to Services for Adults

## Summary by Gender

*This table summarizes for adult consumers their perceptions about access to services by gender by LME.*

*Statewide females are slightly more like to indicate services were accessible.*

Consumers Surveyed October 2003	Access to Services for Adults		
	Average Percent of Consumers Indicating Services Were Accessible		
	Female	Male	Gender Unknown
Alamance-Caswell	87%	86%	74%
Albemarle	89%	81%	71%
Catawba	88%	83%	NA
Centerpoint	87%	80%	76%
Crossroads	93%	90%	NA
Cumberland	95%	91%	78%
Durham	78%	74%	73%
Eastpointe	91%	90%	100%
Edgecombe-Nash	92%	85%	67%
Foothills	82%	90%	88%
Guilford	88%	86%	88%
Johnston	76%	75%	NA
Lee-Harnett	93%	94%	80%
Mecklenburg	85%	83%	NA
Neuse	86%	82%	78%
New River	95%	89%	88%
Onslow	87%	90%	90%
OPC	87%	85%	89%
Pathways	81%	80%	NA
Piedmont	NA	NA	80%
Pitt	79%	75%	73%
Riverstone	99%	88%	89%
Roanoke-Chowan	91%	89%	NA
Rockingham	91%	83%	90%
Sandhills	92%	93%	88%
Smoky Mountain	83%	81%	78%
Southeastern Center	89%	88%	75%
Southeastern Regional	89%	92%	93%
Tideland	95%	88%	87%
VGFW	92%	80%	90%
Wake	95%	93%	82%
Western Highlands	87%	86%	81%
Wilson-Greene	93%	91%	91%
<b>Statewide</b>	<b>88%</b>	<b>85%</b>	<b>83%</b>

*NA indicates there were less than ten responses so the data is not shown for the LME.*



# Access to Services for Adults

## Summary by Race and Ethnicity

*This table summarizes adults satisfaction with access to services by race/ethnicity by LME.*

*Statewide, "Other" Race and Hispanic clients were somewhat more likely to be satisfied with access to services. No individual LME had enough Hispanic clients to show the data.*

Consumers Surveyed October 2003	Access to Services for Adults				
	Average Percent of Consumers Indicating Services Were Accessible				
	African American	White	Other (Native American, Asian, and Other)	Race Not Reported	Hispanic/ Latino
Alamance-Caswell	88%	85%	NA	74%	NA
Albemarle	84%	86%	NA	71%	NA
Catawba	79%	86%	NA	NA	NA
Centerpoint	87%	81%	NA	76%	NA
Crossroads	100%	91%	NA	NA	NA
Cumberland	95%	92%	92%	79%	NA
Durham	83%	67%	67%	74%	NA
Eastpointe	86%	95%	NA	100%	NA
Edgecombe-Nash	89%	89%	NA	67%	NA
Foothills	92%	84%	NA	88%	NA
Guilford	91%	86%	80%	88%	NA
Johnston	85%	73%	NA	NA	NA
Lee-Harnett	88%	96%	NA	80%	NA
Mecklenburg	82%	83%	NA	100%	NA
Neuse	83%	83%	100%	78%	NA
New River	NA	93%	NA	88%	NA
Onslow	90%	87%	NA	90%	NA
OPC	86%	86%	NA	89%	NA
Pathways	86%	79%	NA	NA	NA
Piedmont	NA	80%	NA	80%	NA
Pitt	79%	75%	NA	73%	NA
Riverstone	94%	97%	NA	89%	NA
Roanoke-Chowan	88%	97%	NA	NA	NA
Rockingham	92%	86%	NA	90%	NA
Sandhills	93%	92%	100%	88%	NA
Smoky Mountain	NA	82%	NA	78%	NA
Southeastern Center	92%	87%	100%	75%	NA
Southeastern Regional	91%	88%	95%	93%	NA
Tideland	93%	91%	NA	87%	NA
VGFW	88%	85%	NA	90%	NA
Wake	95%	92%	NA	82%	NA
Western Highlands	91%	86%	NA	81%	NA
Wilson-Greene	93%	90%	NA	91%	NA
<b>Statewide</b>	<b>88%</b>	<b>86%</b>	<b>93%</b>	<b>83%</b>	<b>94%</b>

- Hispanic/Latino is a special designation that is made separate from race in the client data. Clients who are marked as such may come from any racial group.

- NA indicates there were less than ten responses so the data is not shown for the LME.

# Access to Services for Adults

## Summary by Clients' Disability

*This table summarizes adult consumers satisfaction with access to services by client disability by LME.*

*Clients with substance abuse were somewhat less likely to be satisfied with access to services than other disability clients and had more variability by LME. Clients with developmental disabilities were somewhat more likely to indicate satisfaction. No single LME had enough developmental disability clients to permit showing their data. Clients with developmental disabilities are not required to use this consumer satisfaction survey but may be included.*

Consumers Surveyed October 2003	Access to Services for Adults				
	Average Percent of Consumers Indicating Services Were Accessible				
	Mental Health	Substance Abuse	Developmental Disabilities	Multiple Disabilities	Disability Unknown
Alamance-Caswell	85%	90%	NA	88%	77%
Albemarle	84%	NA	NA	89%	84%
Catawba	86%	NA	NA	88%	80%
Centerpoint	86%	82%	NA	81%	79%
Crossroads	92%	NA	NA	89%	96%
Cumberland	92%	NA	NA	100%	89%
Durham	84%	64%	NA	77%	71%
Eastpointe	91%	NA	NA	82%	95%
Edgecombe-Nash	95%	NA	NA	86%	83%
Foothills	81%	100%	NA	92%	91%
Guilford	89%	76%	NA	88%	91%
Johnston	79%	NA	NA	76%	62%
Lee-Harnett	96%	NA	NA	94%	82%
Mecklenburg	85%	87%	NA	81%	94%
Neuse	83%	67%	NA	84%	88%
New River	96%	NA	NA	87%	89%
Onslow	88%	100%	NA	84%	91%
OPC	88%	NA	NA	82%	90%
Pathways	83%	64%	NA	79%	78%
Piedmont	NA	NA	NA	NA	79%
Pitt	88%	67%	NA	75%	77%
Riverstone	96%	NA	NA	100%	88%
Roanoke-Chowan	91%	NA	NA	88%	94%
Rockingham	91%	NA	NA	86%	81%
Sandhills	95%	91%	NA	93%	89%
Smoky Mountain	81%	NA	NA	82%	82%
Southeastern Center	91%	88%	NA	85%	85%
Southeastern Regional	94%	95%	NA	86%	90%
Tideland	93%	NA	NA	100%	84%
VGFW	88%	NA	NA	88%	83%
Wake	91%	100%	NA	100%	85%
Western Highlands	79%	NA	NA	92%	86%
Wilson-Greene	91%	92%	NA	94%	91%
<b>Statewide</b>	<b>88%</b>	<b>82%</b>	<b>94%</b>	<b>87%</b>	<b>84%</b>

*NA indicates there were less than ten responses so the data is not shown for the LME.*

# Access to Services for Adults

## Summary by Length of Time Since Admission

*This table summarizes adult consumer satisfaction with access to services by the length of time a client has been served and by LME.*

*Statewide adult consumers who have been served much longer are only slightly more likely to be satisfied with access to services.*

Consumers Surveyed October 2003	Access to Services for Adults						
	Average Percent of Consumers Indicating Services Were Accessible						
	One Month or Less	One to Six Months	Six to Twelve Months	One to Five Years	Five to Ten Years	More than Ten Years	Unknown Length
Alamance-Caswell	90%	88%	80%	86%	81%	90%	74%
Albemarle	67%	88%	90%	86%	96%	79%	71%
Catawba	NA	89%	76%	90%	74%	86%	NA
Centerpoint	78%	75%	69%	83%	88%	88%	76%
Crossroads	93%	87%	93%	93%	95%	100%	NA
Cumberland	100%	93%	94%	93%	93%	92%	78%
Durham	77%	73%	75%	75%	76%	80%	73%
Eastpointe	100%	92%	100%	83%	100%	96%	100%
Edgecombe-Nash	100%	79%	81%	91%	100%	97%	67%
Foothills	100%	91%	80%	78%	85%	89%	88%
Guilford	100%	90%	91%	81%	90%	89%	88%
Johnston	83%	72%	64%	74%	73%	93%	NA
Lee-Harnett	75%	100%	100%	88%	100%	100%	80%
Mecklenburg	63%	84%	90%	89%	88%	80%	NA
Neuse	77%	75%	86%	90%	91%	82%	78%
New River	100%	86%	94%	96%	91%	94%	88%
Onslow	75%	95%	85%	90%	91%	84%	90%
OPC	NA	75%	82%	86%	91%	89%	89%
Pathways	79%	76%	82%	79%	81%	93%	NA
Piedmont	NA	NA	NA	NA	NA	NA	80%
Pitt	71%	85%	69%	77%	77%	80%	73%
Riverstone	90%	91%	NA	90%	100%	100%	89%
Roanoke-Chowan	88%	100%	92%	92%	89%	86%	NA
Rockingham	79%	82%	100%	93%	95%	77%	90%
Sandhills	92%	88%	98%	94%	97%	89%	88%
Smoky Mountain	NA	78%	91%	81%	88%	74%	78%
Southeastern Center	88%	85%	91%	87%	92%	92%	75%
Southeastern Regional	NA	87%	100%	89%	88%	96%	93%
Tideland	80%	87%	NA	89%	100%	100%	87%
VGFW	100%	71%	NA	89%	89%	88%	90%
Wake	100%	94%	100%	91%	93%	93%	82%
Western Highlands	75%	94%	73%	89%	87%	83%	81%
Wilson-Greene	NA	90%	NA	89%	95%	96%	91%
<b>Statewide</b>	<b>85%</b>	<b>84%</b>	<b>86%</b>	<b>87%</b>	<b>90%</b>	<b>89%</b>	<b>83%</b>

*NA indicates there were less than ten responses so the data is not shown for the LME.*

# Participation in Treatment for Adults

## Summary by Detailed Question

*This table summarizes consumer perceptions about participation in treatment for adults by detailed question.*

*While 90% of adult clients felt comfortable asking question about treatment and medication, notably fewer, only 75%, agreed with the statement that "I, not staff, decided my treatment goals." This pattern was true in every LME.*

Consumers Surveyed October 2003	Participation in Treatment for Adults		
	Percent of Consumers Agreeing with Statement		
	I, not staff, decided my treatment goals	I felt comfortable asking questions about my treatment and medication	Participation in Treatment Domain
Alamance-Caswell	72%	89%	73%
Albemarle	65%	93%	73%
Catawba	70%	87%	70%
Centerpoint	72%	89%	72%
Crossroads	68%	94%	72%
Cumberland	81%	90%	80%
Durham	74%	85%	70%
Eastpointe	72%	90%	72%
Edgecombe-Nash	76%	90%	77%
Foothills	76%	88%	76%
Guilford	69%	90%	71%
Johnston	69%	82%	63%
Lee-Harnett	74%	95%	79%
Mecklenburg	71%	89%	75%
Neuse	77%	87%	78%
New River	79%	93%	82%
Onslow	85%	92%	84%
OPC	75%	90%	76%
Pathways	71%	87%	72%
Piedmont	75%	86%	73%
Pitt	81%	92%	80%
Riverstone	79%	92%	79%
Roanoke-Chowan	79%	93%	81%
Rockingham	73%	90%	77%
Sandhills	79%	94%	81%
Smoky Mountain	72%	85%	69%
Southeastern Center	75%	93%	78%
Southeastern Regional	81%	90%	80%
Tideland	76%	90%	77%
VGFW	77%	92%	78%
Wake	75%	92%	77%
Western Highlands	73%	89%	75%
Wilson-Greene	80%	90%	82%
<b>Statewide</b>	<b>75%</b>	<b>90%</b>	<b>76%</b>

*The Domain average may be outside the range of individual questions as it weighs the intensity of each question on the full 5-point scale before calculating the domain percentage.*

# Participation in Treatment for Adults

## Summary by Age

*This table summarizes for adult consumers their perceptions about participation in treatment by age by LME.*

*Overall statewide, adults aged 55 and older were somewhat more likely to be satisfied with their participation in treatment than younger adults. In every LME, 60% or more each adult age group indicated satisfaction with participation in treatment.*

Consumers Surveyed October 2003	Participation in Treatment for Adults			
	Average Percent of Consumers Indicating Participation in Treatment			
	Age 18-34	Ages 35-54	Ages 55 and older	Unknown Age Adult
Alamance-Caswell	86%	70%	72%	NA
Albemarle	70%	79%	63%	NA
Catawba	62%	76%	64%	NA
Centerpoint	66%	74%	83%	NA
Crossroads	75%	68%	86%	NA
Cumberland	74%	78%	97%	NA
Durham	74%	70%	73%	56%
Eastpointe	84%	62%	86%	NA
Edgecombe-Nash	67%	82%	77%	NA
Foothills	79%	76%	71%	NA
Guilford	67%	75%	61%	NA
Johnston	60%	61%	79%	NA
Lee-Harnett	90%	75%	83%	77%
Mecklenburg	76%	74%	79%	NA
Neuse	83%	73%	85%	NA
New River	80%	79%	94%	NA
Onslow	81%	82%	96%	NA
OPC	82%	75%	78%	70%
Pathways	72%	71%	79%	NA
Piedmont	83%	65%	91%	NA
Pitt	82%	77%	88%	NA
Riverstone	70%	81%	83%	NA
Roanoke-Chowan	86%	77%	86%	NA
Rockingham	76%	79%	73%	NA
Sandhills	77%	83%	84%	NA
Smoky Mountain	63%	71%	65%	79%
Southeastern Center	74%	79%	78%	NA
Southeastern Regional	79%	78%	90%	NA
Tideland	77%	75%	85%	NA
VGFW	76%	76%	95%	NA
Wake	84%	77%	67%	NA
Western Highlands	73%	74%	79%	NA
Wilson-Greene	80%	79%	93%	71%
<b>Statewide</b>	<b>75%</b>	<b>76%</b>	<b>81%</b>	<b>70%</b>

*NA indicates there were less than ten responses so the data is not shown for the LME.*

# Participation in Treatment for Adults

## Summary by Gender

*This table summarizes for adult consumers their perceptions about participation in treatment by gender by LME.*

*Statewide adult females are slightly more likely than males to indicate satisfaction with participation in treatment.*

Consumers Surveyed October 2003	Participation in Treatment for Adults		
	Average Percent of Consumers Indicating Participation in Treatment		
	Female	Male	Gender Unknown
Alamance-Caswell	74%	73%	71%
Albemarle	75%	70%	67%
Catawba	73%	67%	NA
Centerpoint	76%	70%	73%
Crossroads	73%	73%	NA
Cumberland	81%	81%	60%
Durham	80%	62%	56%
Eastpointe	74%	70%	75%
Edgecombe-Nash	77%	79%	60%
Foothills	76%	80%	62%
Guilford	73%	69%	44%
Johnston	67%	57%	NA
Lee-Harnett	85%	82%	68%
Mecklenburg	70%	77%	NA
Neuse	82%	76%	58%
New River	84%	78%	84%
Onslow	88%	81%	81%
OPC	84%	70%	69%
Pathways	74%	68%	NA
Piedmont	NA	NA	68%
Pitt	82%	77%	82%
Riverstone	83%	81%	63%
Roanoke-Chowan	80%	82%	NA
Rockingham	77%	75%	89%
Sandhills	83%	81%	72%
Smoky Mountain	71%	67%	69%
Southeastern Center	82%	74%	56%
Southeastern Regional	84%	79%	74%
Tideland	81%	69%	83%
VGFW	84%	73%	63%
Wake	75%	77%	84%
Western Highlands	72%	82%	67%
Wilson-Greene	84%	78%	84%
<b>Statewide</b>	<b>78%</b>	<b>75%</b>	<b>71%</b>

*NA indicates there were less than ten responses so the data is not shown for the LME.*

# Participation in Treatment for Adults

## Summary by Race and Ethnicity

*This table summarizes adult consumer satisfaction with participation in treatment by race/ethnicity by LME.*

*Statewide Hispanics were somewhat more likely to indicate satisfaction with participation in treatment but no individual LME had enough clients to allow their data to be shown here.*

Consumers Surveyed October 2003	Participation in Treatment for Adults				
	Average Percent of Consumers Indicating Participation in Treatment				
	African American	White	Other (Native American, Asian, and Other)	Race Not Reported	Hispanic/ Latino
Alamance-Caswell	62%	79%	NA	71%	NA
Albemarle	61%	76%	NA	67%	NA
Catawba	75%	69%	NA	NA	NA
Centerpoint	79%	69%	NA	73%	NA
Crossroads	57%	74%	NA	NA	NA
Cumberland	88%	71%	85%	64%	NA
Durham	70%	74%	64%	57%	NA
Eastpointe	64%	78%	NA	75%	NA
Edgecombe-Nash	79%	77%	NA	60%	NA
Foothills	42%	83%	NA	62%	NA
Guilford	71%	71%	89%	44%	NA
Johnston	56%	66%	NA	NA	NA
Lee-Harnett	75%	88%	NA	68%	NA
Mecklenburg	74%	78%	NA	63%	NA
Neuse	74%	80%	100%	58%	NA
New River	NA	83%	NA	84%	NA
Onslow	86%	83%	NA	81%	NA
OPC	81%	78%	NA	69%	NA
Pathways	76%	71%	NA	NA	NA
Piedmont	NA	100%	NA	68%	NA
Pitt	77%	81%	NA	82%	NA
Riverstone	87%	71%	NA	63%	NA
Roanoke-Chowan	80%	82%	NA	NA	NA
Rockingham	80%	75%	NA	89%	NA
Sandhills	86%	80%	75%	72%	NA
Smoky Mountain	NA	69%	NA	69%	NA
Southeastern Center	84%	77%	85%	56%	NA
Southeastern Regional	84%	89%	64%	74%	NA
Tideland	79%	75%	NA	83%	NA
VGFW	78%	82%	NA	63%	NA
Wake	78%	72%	NA	84%	NA
Western Highlands	76%	76%	NA	67%	NA
Wilson-Greene	82%	82%	NA	84%	NA
<b>Statewide</b>	<b>77%</b>	<b>76%</b>	<b>78%</b>	<b>71%</b>	<b>82%</b>

- Hispanic/Latino is a special designation that is made separate from race in the client data. Clients who are marked as such may come from any racial group.

- NA indicates there were less than ten responses so the data is not shown for the LME.

# Participation in Treatment for Adults

## Summary by Clients' Disability

*This table summarizes adult consumer satisfaction with participation in treatment by client disability by LME.*

*Statewide clients with mental health or multiple disabilities were somewhat less likely to be satisfied with their participation in treatment. No single LME had enough developmental disability clients to permit showing their data. Clients with developmental disabilities are not required to use this consumer satisfaction survey but may be included.*

Consumers Surveyed October 2003	Participation in Treatment for Adults				
	Average Percent of Consumers Indicating Participation in Treatment				
	Mental Health	Substance Abuse	Developmental Disabilities	Multiple Disabilities	Disability Unknown
Alamance-Caswell	70%	75%	NA	80%	72%
Albemarle	68%	NA	NA	58%	78%
Catawba	68%	NA	NA	79%	66%
Centerpoint	74%	80%	NA	68%	68%
Crossroads	64%	NA	NA	77%	80%
Cumberland	82%	NA	NA	81%	77%
Durham	74%	87%	NA	67%	64%
Eastpointe	72%	NA	NA	80%	66%
Edgecombe-Nash	80%	NA	NA	79%	74%
Foothills	74%	86%	NA	90%	65%
Guilford	69%	69%	NA	75%	71%
Johnston	69%	NA	NA	50%	53%
Lee-Harnett	89%	NA	NA	69%	71%
Mecklenburg	68%	73%	NA	75%	89%
Neuse	78%	71%	NA	77%	77%
New River	86%	NA	NA	81%	77%
Onslow	81%	73%	NA	89%	84%
OPC	76%	NA	NA	81%	72%
Pathways	70%	85%	NA	72%	75%
Piedmont	NA	NA	NA	NA	69%
Pitt	85%	78%	NA	73%	81%
Riverstone	83%	NA	NA	79%	74%
Roanoke-Chowan	81%	NA	NA	81%	85%
Rockingham	78%	NA	NA	82%	70%
Sandhills	84%	86%	NA	82%	76%
Smoky Mountain	73%	NA	NA	85%	61%
Southeastern Center	78%	81%	NA	80%	73%
Southeastern Regional	82%	79%	NA	82%	77%
Tideland	74%	NA	NA	83%	86%
VGFW	81%	NA	NA	73%	77%
Wake	74%	77%	NA	79%	84%
Western Highlands	70%	NA	NA	80%	74%
Wilson-Greene	82%	70%	NA	88%	85%
<b>Statewide</b>	<b>76%</b>	<b>80%</b>	<b>84%</b>	<b>77%</b>	<b>74%</b>

*NA indicates there were less than ten responses so the data is not shown for the LME.*



# Participation in Treatment for Adults

## Summary by Length of Time Since Admission

*This table summarizes adult consumer satisfaction with participation in treatment by the length of time the client has been served and by LME.*

*Statewide there is no clear pattern with satisfaction for participation in treatment and length of time served. There is substantial variation by LME.*

Consumers Surveyed October 2003	Participation in Treatment for Adults						
	Average Percent of Consumers Indicating Participation in Treatment						
	One Month or Less	One to Six Months	Six to Twelve Months	One to Five Years	Five to Ten Years	More than Ten Years	Unknown Length
Alamance-Caswell	88%	72%	71%	75%	71%	74%	71%
Albemarle	71%	67%	81%	77%	85%	50%	67%
Catawba	NA	69%	86%	64%	74%	64%	NA
Centerpoint	75%	74%	57%	63%	75%	82%	73%
Crossroads	82%	74%	80%	73%	60%	63%	NA
Cumberland	100%	70%	87%	74%	93%	83%	60%
Durham	64%	72%	52%	78%	78%	70%	56%
Eastpointe	83%	83%	83%	69%	60%	64%	75%
Edgecombe-Nash	64%	69%	75%	83%	80%	90%	60%
Foothills	100%	70%	80%	68%	87%	76%	62%
Guilford	60%	71%	74%	67%	79%	74%	44%
Johnston	67%	53%	64%	73%	67%	57%	NA
Lee-Harnett	71%	90%	80%	86%	85%	81%	68%
Mecklenburg	74%	68%	75%	83%	67%	72%	NA
Neuse	74%	91%	73%	83%	80%	74%	58%
New River	89%	70%	100%	87%	74%	86%	84%
Onslow	83%	82%	83%	85%	82%	87%	81%
OPC	NA	71%	69%	83%	87%	67%	69%
Pathways	81%	69%	73%	68%	71%	79%	NA
Piedmont	NA	NA	NA	NA	NA	NA	68%
Pitt	80%	77%	96%	81%	74%	60%	82%
Riverstone	100%	60%	NA	75%	86%	87%	63%
Roanoke-Chowan	88%	82%	83%	80%	76%	81%	NA
Rockingham	69%	75%	79%	79%	75%	76%	89%
Sandhills	88%	78%	84%	81%	83%	82%	72%
Smoky Mountain	NA	58%	71%	72%	78%	76%	69%
Southeastern Center	88%	76%	77%	80%	75%	80%	56%
Southeastern Regional	NA	78%	100%	77%	86%	81%	74%
Tideland	80%	76%	NA	68%	85%	80%	83%
VGFW	80%	80%	NA	75%	78%	84%	63%
Wake	90%	94%	82%	79%	63%	64%	84%
Western Highlands	44%	80%	64%	84%	83%	71%	67%
Wilson-Greene	NA	70%	NA	81%	89%	84%	84%
<b>Statewide</b>	<b>78%</b>	<b>74%</b>	<b>77%</b>	<b>77%</b>	<b>79%</b>	<b>77%</b>	<b>71%</b>

*NA indicates there were less than ten responses so the data is not shown for the LME.*

# Appropriateness of Services for Adults

## Summary by Detailed Question

*This table summarizes adult consumer perceptions about the appropriateness of services by LME by detailed question. This table is continued on the next page.*

*Adult consumers were most likely to agree with the statement "Staff believe that I can grow, change, and recover" but were somewhat less likely to indicate they had been encouraged to use consumer-run programs though most still said they had been encouraged to do this.*

Consumers Surveyed October 2003	Appropriateness of Services for Adults				
	Percent of Consumers Agreeing with Statement				
	Staff here believe that I can grow, change and recover	Staff helped me obtain the information I needed so that I could take charge of managing my illness	Staff encouraged me to take responsibility for how I live my life	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.)	Staff told me what side effects to watch out for
Alamance-Caswell	92%	86%	87%	83%	82%
Albemarle	88%	84%	83%	70%	83%
Catawba	89%	85%	90%	84%	79%
Centerpoint	88%	89%	91%	80%	85%
Crossroads	88%	84%	89%	87%	88%
Cumberland	94%	94%	91%	83%	85%
Durham	86%	81%	84%	79%	79%
Eastpointe	91%	90%	86%	78%	86%
Edgecombe-Nash	88%	89%	85%	85%	92%
Foothills	88%	89%	87%	79%	83%
Guilford	83%	86%	85%	76%	87%
Johnston	89%	85%	81%	73%	76%
Lee-Harnett	89%	88%	87%	78%	86%
Mecklenburg	89%	86%	89%	80%	83%
Neuse	84%	87%	86%	82%	80%
New River	91%	94%	92%	85%	89%
Onslow	93%	87%	88%	83%	90%
OPC	83%	82%	86%	76%	78%
Pathways	87%	88%	86%	79%	79%
Piedmont	92%	73%	84%	85%	81%
Pitt	89%	87%	88%	82%	80%
Riverstone	92%	92%	93%	89%	87%
Roanoke-Chowan	91%	89%	86%	83%	88%
Rockingham	91%	91%	88%	82%	88%
Sandhills	93%	93%	91%	87%	91%
Smoky Mountain	85%	84%	86%	84%	84%
Southeastern Center	91%	94%	93%	88%	91%
Southeastern Regional	94%	90%	96%	86%	90%
Tideland	91%	93%	83%	72%	86%
VGFW	87%	92%	86%	79%	88%
Wake	89%	89%	88%	85%	86%
Western Highlands	90%	88%	87%	83%	86%
Wilson-Greene	88%	92%	88%	79%	87%
<b>Statewide</b>	<b>89%</b>	<b>88%</b>	<b>88%</b>	<b>82%</b>	<b>85%</b>

*The Domain average may be outside the range of individual questions as it weighs the intensity of each question on the full 5-point scale before calculating the domain percentage.*

# Appropriateness of Services for Adults

## Summary by Detailed Question

This table summarizes adult consumer perceptions about the appropriateness of services by LME. This table is continued from the previous page.

Adult consumers were most likely to agree with the statements about being given information about their rights and having staff respect who should receive information about their treatment.

Consumers Surveyed October 2003	Appropriateness of Services for Adults				
	Percent of Consumers Agreeing with Statement				
	Staff were sensitive to my cultural background (race, religion, language, etc.)	Staff respected my wishes about who is, and who is not, to be given information about my treatment	I felt free to complain	I was given information about my rights	Appropriateness of Service Domain
Alamance-Caswell	92%	91%	88%	91%	93%
Albemarle	83%	92%	85%	95%	89%
Catawba	87%	90%	83%	89%	90%
Centerpoint	88%	91%	86%	88%	91%
Crossroads	87%	96%	84%	93%	93%
Cumberland	92%	96%	88%	94%	96%
Durham	79%	84%	81%	87%	84%
Eastpointe	89%	91%	88%	94%	92%
Edgecombe-Nash	93%	97%	88%	95%	95%
Foothills	86%	88%	83%	91%	89%
Guilford	86%	90%	82%	90%	90%
Johnston	81%	92%	77%	92%	86%
Lee-Harnett	89%	93%	82%	94%	89%
Mecklenburg	84%	88%	78%	94%	90%
Neuse	84%	92%	83%	89%	89%
New River	93%	97%	86%	96%	98%
Onslow	88%	92%	87%	93%	92%
OPC	82%	86%	77%	90%	89%
Pathways	89%	93%	82%	92%	89%
Piedmont	85%	91%	85%	90%	90%
Pitt	86%	92%	84%	92%	88%
Riverstone	93%	97%	93%	96%	94%
Roanoke-Chowan	89%	90%	89%	93%	90%
Rockingham	89%	95%	91%	93%	92%
Sandhills	92%	95%	89%	94%	96%
Smoky Mountain	93%	92%	84%	88%	89%
Southeastern Center	92%	94%	91%	95%	97%
Southeastern Regional	93%	93%	89%	95%	95%
Tideland	93%	95%	84%	95%	92%
VGFW	92%	92%	86%	93%	90%
Wake	90%	93%	84%	92%	91%
Western Highlands	87%	90%	85%	93%	91%
Wilson-Greene	94%	94%	86%	91%	92%
<b>Statewide</b>	<b>88%</b>	<b>92%</b>	<b>85%</b>	<b>92%</b>	<b>91%</b>

The Domain average may be outside the range of individual questions as it weighs the intensity of each question on the full 5-point scale before calculating the domain percentage.

# Appropriateness of Services for Adults

## Summary by Age

*This table summarizes adult consumer perceptions about the appropriateness of services by age by LME.*

*More than nine of out ten adult consumers indicated they were satisfied with the appropriateness of services. There was very slight differences statewide by adult age group.*

Consumers Surveyed October 2003	Appropriateness of Services for Adults			
	Average Percent of Consumers Indicating Services Were Appropriate			
	Age 18-34	Ages 35-54	Ages 55 and older	Unknown Age Adult
Alamance-Caswell	100%	92%	91%	NA
Albemarle	86%	88%	97%	NA
Catawba	89%	89%	100%	NA
Centerpoint	90%	90%	94%	NA
Crossroads	91%	92%	100%	NA
Cumberland	98%	94%	100%	NA
Durham	83%	86%	89%	70%
Eastpointe	97%	90%	88%	NA
Edgecombe-Nash	95%	96%	94%	NA
Foothills	95%	87%	84%	NA
Guilford	84%	92%	91%	NA
Johnston	82%	88%	87%	NA
Lee-Harnett	96%	85%	85%	93%
Mecklenburg	94%	88%	87%	NA
Neuse	84%	91%	93%	NA
New River	96%	98%	100%	NA
Onslow	91%	89%	100%	NA
OPC	89%	86%	90%	96%
Pathways	87%	89%	96%	NA
Piedmont	95%	85%	100%	NA
Pitt	82%	90%	94%	NA
Riverstone	90%	97%	90%	NA
Roanoke-Chowan	94%	87%	97%	NA
Rockingham	85%	95%	91%	NA
Sandhills	95%	96%	95%	NA
Smoky Mountain	90%	90%	89%	86%
Southeastern Center	98%	97%	97%	NA
Southeastern Regional	93%	95%	100%	NA
Tideland	86%	93%	100%	NA
VGFW	87%	91%	90%	NA
Wake	100%	89%	87%	NA
Western Highlands	89%	93%	86%	NA
Wilson-Greene	84%	92%	98%	86%
<b>Statewide</b>	<b>91%</b>	<b>91%</b>	<b>94%</b>	<b>87%</b>

*NA indicates there were less than ten responses so the data is not shown for the LME.*

# Appropriateness of Services for Adults

## Summary by Gender

This table summarizes for adult consumers their perceptions of the appropriateness of services by gender by LME.

Nine out of ten adult clients feel that services were appropriate. Statewide adult females are slightly more likely to feel that services were appropriate than males.

Consumers Surveyed October 2003	Appropriateness of Services for Adults		
	Average Percent of Consumers Indicating Services Were Appropriate		
	Female	Male	Gender Unknown
Alamance-Caswell	95%	92%	88%
Albemarle	90%	86%	100%
Catawba	93%	88%	NA
Centerpoint	95%	87%	88%
Crossroads	94%	89%	NA
Cumberland	97%	94%	100%
Durham	89%	82%	70%
Eastpointe	95%	88%	88%
Edgecombe-Nash	95%	95%	88%
Foothills	86%	91%	100%
Guilford	91%	88%	88%
Johnston	86%	84%	NA
Lee-Harnett	88%	91%	87%
Mecklenburg	84%	92%	NA
Neuse	91%	87%	87%
New River	99%	95%	100%
Onslow	90%	92%	93%
OPC	89%	85%	94%
Pathways	93%	85%	NA
Piedmont	NA	NA	88%
Pitt	88%	89%	73%
Riverstone	97%	93%	88%
Roanoke-Chowan	91%	89%	NA
Rockingham	92%	90%	100%
Sandhills	97%	94%	97%
Smoky Mountain	94%	86%	82%
Southeastern Center	97%	98%	92%
Southeastern Regional	94%	95%	97%
Tideland	93%	90%	93%
VGFW	93%	86%	89%
Wake	93%	90%	88%
Western Highlands	90%	92%	93%
Wilson-Greene	92%	92%	91%
<b>Statewide</b>	<b>93%</b>	<b>90%</b>	<b>90%</b>

NA indicates there were less than ten responses so the data is not shown for the LME.

# Appropriateness of Services for Adults

## Summary by Race and Ethnicity

This table summarizes adult consumers satisfaction with the appropriateness of services by race/ethnicity by LME.

Nine out of ten adult consumers indicated satisfaction with the appropriateness of services. No single LME had enough Hispanic clients to show the data.

Consumers Surveyed October 2003	Appropriateness of Services for Adults				
	Average Percent of Consumers Indicating Services Were Appropriate				
	African American	White	Other (Native American, Asian, and Other)	Race Not Reported	Hispanic/Latino
Alamance-Caswell	92%	94%	NA	88%	NA
Albemarle	77%	91%	NA	100%	NA
Catawba	93%	90%	NA	NA	NA
Centerpoint	94%	89%	NA	88%	NA
Crossroads	94%	93%	NA	NA	NA
Cumberland	96%	95%	100%	100%	NA
Durham	87%	82%	100%	70%	NA
Eastpointe	87%	96%	NA	88%	NA
Edgecombe-Nash	97%	93%	NA	88%	NA
Foothills	83%	89%	NA	100%	NA
Guilford	92%	89%	90%	88%	NA
Johnston	90%	84%	NA	NA	NA
Lee-Harnett	92%	90%	NA	87%	NA
Mecklenburg	88%	91%	NA	100%	NA
Neuse	88%	89%	100%	87%	NA
New River	NA	97%	NA	100%	NA
Onslow	92%	90%	NA	93%	NA
OPC	91%	88%	NA	94%	NA
Pathways	89%	90%	NA	NA	NA
Piedmont	NA	89%	NA	88%	NA
Pitt	91%	86%	NA	73%	NA
Riverstone	94%	97%	NA	88%	NA
Roanoke-Chowan	89%	94%	NA	NA	NA
Rockingham	90%	92%	NA	100%	NA
Sandhills	95%	95%	100%	97%	NA
Smoky Mountain	NA	91%	NA	82%	NA
Southeastern Center	96%	98%	100%	92%	NA
Southeastern Regional	95%	95%	91%	97%	NA
Tideland	90%	93%	NA	93%	NA
VGFW	89%	90%	NA	89%	NA
Wake	92%	90%	NA	88%	NA
Western Highlands	86%	91%	NA	93%	NA
Wilson-Greene	91%	92%	NA	91%	NA
<b>Statewide</b>	<b>91%</b>	<b>91%</b>	<b>95%</b>	<b>90%</b>	<b>99%</b>

- Hispanic/Latino is a special designation that is made separate from race in the client data. Clients who are marked as such may come from any racial group.

- NA indicates there were less than ten responses so the data is not shown for the LME.

# Appropriateness of Services for Adults

## Summary by Clients' Disability

*This table summarizes adult consumers satisfaction with the appropriateness of services by client disability by LME.*

*Statewide nine out of ten clients indicate satisfaction with the appropriateness of services. No single LME had enough developmental disability clients to permit showing their data. Clients with developmental disabilities are not required to use this consumer satisfaction survey but may be included.*

Consumers Surveyed October 2003	Appropriateness of Services for Adults				
	Average Percent of Consumers Indicating Services Were Appropriate				
	Mental Health	Substance Abuse	Developmental Disabilities	Multiple Disabilities	Disability Unknown
Alamance-Caswell	93%	95%	NA	94%	90%
Albemarle	87%	NA	NA	94%	89%
Catawba	89%	NA	NA	96%	90%
Centerpoint	91%	93%	NA	91%	79%
Crossroads	91%	NA	NA	90%	96%
Cumberland	93%	NA	NA	100%	98%
Durham	86%	87%	NA	84%	81%
Eastpointe	92%	NA	NA	86%	93%
Edgecombe-Nash	94%	NA	NA	94%	96%
Foothills	86%	100%	NA	91%	96%
Guilford	91%	79%	NA	92%	93%
Johnston	90%	NA	NA	71%	85%
Lee-Harnett	91%	NA	NA	88%	87%
Mecklenburg	78%	87%	NA	93%	100%
Neuse	90%	89%	NA	89%	90%
New River	97%	NA	NA	100%	97%
Onslow	89%	87%	NA	95%	94%
OPC	87%	NA	NA	91%	95%
Pathways	90%	93%	NA	94%	86%
Piedmont	NA	NA	NA	NA	88%
Pitt	88%	79%	NA	92%	92%
Riverstone	92%	NA	NA	100%	94%
Roanoke-Chowan	90%	NA	NA	86%	100%
Rockingham	94%	NA	NA	86%	89%
Sandhills	95%	97%	NA	96%	95%
Smoky Mountain	92%	NA	NA	95%	86%
Southeastern Center	97%	94%	NA	98%	98%
Southeastern Regional	96%	100%	NA	92%	95%
Tideland	91%	NA	NA	100%	91%
VGFW	89%	NA	NA	89%	93%
Wake	90%	100%	NA	95%	87%
Western Highlands	86%	NA	NA	92%	96%
Wilson-Greene	89%	92%	NA	97%	93%
<b>Statewide</b>	<b>91%</b>	<b>90%</b>	<b>93%</b>	<b>92%</b>	<b>91%</b>

*NA indicates there were less than ten responses so the data is not shown for the LME.*

# Appropriateness of Services for Adults

## Summary by Length of Time Since Admission

*This table summarizes adult consumer satisfaction with the appropriateness of services by the length of time clients have been served and by LME.*

*Nine out of ten clients indicate satisfaction with the appropriateness of services. There is no clear consistent pattern among the LMEs based on length of service.*

Consumers Surveyed October 2003	Appropriateness of Services for Adults						
	Average Percent of Consumers Indicating Services Were Appropriate						
	One Month or Less	One to Six Months	Six to Twelve Months	One to Five Years	Five to Ten Years	More than Ten Years	Unknown Length
Alamance-Caswell	100%	98%	94%	93%	89%	92%	88%
Albemarle	71%	86%	95%	94%	90%	85%	100%
Catawba	NA	94%	100%	90%	73%	91%	NA
Centerpoint	97%	92%	86%	88%	93%	91%	88%
Crossroads	86%	90%	93%	95%	100%	89%	NA
Cumberland	100%	96%	100%	98%	97%	89%	100%
Durham	88%	88%	77%	88%	87%	82%	70%
Eastpointe	100%	96%	92%	90%	100%	88%	88%
Edgecombe-Nash	100%	95%	100%	95%	94%	94%	88%
Foothills	100%	89%	90%	78%	100%	84%	100%
Guilford	86%	90%	94%	85%	90%	97%	88%
Johnston	100%	92%	55%	79%	93%	100%	NA
Lee-Harnett	71%	100%	80%	100%	87%	81%	87%
Mecklenburg	90%	94%	95%	91%	80%	79%	NA
Neuse	91%	92%	79%	95%	87%	88%	87%
New River	100%	94%	100%	100%	97%	97%	100%
Onslow	92%	86%	100%	98%	85%	87%	93%
OPC	NA	87%	75%	90%	88%	86%	94%
Pathways	78%	94%	94%	89%	88%	90%	NA
Piedmont	NA	NA	NA	NA	NA	NA	88%
Pitt	94%	85%	96%	87%	90%	85%	73%
Riverstone	100%	100%	NA	93%	97%	96%	88%
Roanoke-Chowan	100%	100%	92%	87%	91%	88%	NA
Rockingham	87%	91%	100%	95%	86%	86%	100%
Sandhills	96%	93%	96%	97%	96%	94%	97%
Smoky Mountain	NA	97%	91%	93%	84%	84%	82%
Southeastern Center	100%	98%	100%	99%	92%	97%	92%
Southeastern Regional	NA	95%	100%	93%	96%	91%	97%
Tideland	90%	86%	NA	94%	95%	93%	93%
VGFW	92%	91%	NA	86%	94%	90%	89%
Wake	95%	100%	100%	93%	87%	85%	88%
Western Highlands	100%	91%	85%	96%	83%	87%	93%
Wilson-Greene	NA	85%	NA	89%	95%	94%	91%
<b>Statewide</b>	<b>93%</b>	<b>92%</b>	<b>92%</b>	<b>92%</b>	<b>91%</b>	<b>90%</b>	<b>90%</b>

*NA indicates there were less than ten responses so the data is not shown for the LME.*



# Self Assment of Outcomes for Adults

## Summary by Detailed Question

This table summarizes consumer perceptions about their outcomes or progress by LME. This table is continued on the next page.

In every LME more than half of adult clients agreed with every statement. Adults clients were most likely to agree with the statement "I deal more effectively with daily problems."

Consumers Surveyed October 2003	Self Assment of Outcomes for Adults			
	Percent of Consumers Agreeing with Statement			
	I deal more effectively with daily problems.	I am better able to control my life.	My symptoms are not bothering me as much	I am better able to deal with crisis.
Alamance-Caswell	77%	74%	66%	68%
Albemarle	72%	65%	58%	63%
Catawba	80%	79%	65%	73%
Centerpoint	82%	77%	69%	72%
Crossroads	74%	68%	57%	66%
Cumberland	81%	78%	71%	73%
Durham	78%	76%	65%	73%
Eastpointe	86%	75%	69%	70%
Edgecombe-Nash	76%	73%	63%	70%
Foothills	79%	75%	65%	70%
Guilford	73%	70%	63%	66%
Johnston	72%	71%	59%	67%
Lee-Harnett	75%	72%	59%	67%
Mecklenburg	79%	79%	76%	76%
Neuse	74%	76%	61%	71%
New River	78%	79%	64%	74%
Onslow	81%	81%	75%	79%
OPC	76%	75%	63%	75%
Pathways	69%	65%	59%	62%
Piedmont	79%	76%	62%	68%
Pitt	82%	83%	73%	81%
Riverstone	87%	82%	68%	79%
Roanoke-Chowan	78%	76%	69%	75%
Rockingham	77%	77%	67%	71%
Sandhills	83%	80%	69%	77%
Smoky Mountain	73%	69%	64%	69%
Southeastern Center	80%	80%	67%	71%
Southeastern Regional	87%	87%	77%	84%
Tideland	76%	72%	62%	73%
VGFW	76%	73%	65%	70%
Wake	79%	81%	75%	75%
Western Highlands	79%	77%	62%	70%
Wilson-Greene	81%	80%	71%	76%
<b>Statewide</b>	<b>78%</b>	<b>76%</b>	<b>66%</b>	<b>72%</b>

The Domain average may be outside the range of individual questions as it weighs the intensity of each question on the full 5-point scale before calculating the domain percentage.

# Self Assment of Outcomes for Adults

## Summary by Detailed Question

This table summarizes consumer perceptions about their outcomes or progress by LME. This table is continued from the previous page.

Overall, 71% of the adult consumers surveyed indicated they felt they were making progress. In every LME more than half of adult clients agreed with every statement.

Consumers Surveyed October 2003	Self Assment of Outcomes for Adults				
	Percent of Consumers Agreeing with Statement				
	I am getting along better with my family.	I do better in social situations	I do better in school and/or work	My housing situation has improved	Self Assessed Outcomes Domain
Alamance-Caswell	69%	68%	67%	68%	70%
Albemarle	63%	60%	55%	51%	62%
Catawba	74%	73%	71%	75%	76%
Centerpoint	75%	70%	60%	66%	72%
Crossroads	71%	65%	56%	59%	61%
Cumberland	76%	71%	68%	68%	78%
Durham	76%	69%	66%	65%	69%
Eastpointe	73%	66%	62%	64%	70%
Edgecombe-Nash	76%	65%	61%	65%	70%
Foothills	72%	66%	66%	65%	69%
Guilford	66%	64%	63%	66%	66%
Johnston	72%	65%	57%	64%	59%
Lee-Harnett	71%	66%	64%	68%	68%
Mecklenburg	78%	73%	73%	73%	79%
Neuse	74%	64%	63%	60%	70%
New River	74%	68%	67%	70%	71%
Onslow	81%	77%	73%	73%	77%
OPC	69%	68%	61%	62%	73%
Pathways	66%	61%	53%	62%	61%
Piedmont	75%	68%	76%	67%	72%
Pitt	81%	77%	72%	74%	79%
Riverstone	79%	74%	73%	70%	79%
Roanoke-Chowan	78%	68%	67%	79%	75%
Rockingham	73%	69%	60%	60%	72%
Sandhills	79%	77%	72%	73%	76%
Smoky Mountain	68%	69%	58%	57%	60%
Southeastern Center	73%	66%	65%	69%	71%
Southeastern Regional	81%	80%	82%	78%	83%
Tideland	75%	68%	67%	59%	66%
VGFW	78%	66%	66%	65%	69%
Wake	78%	70%	73%	74%	74%
Western Highlands	68%	65%	58%	63%	70%
Wilson-Greene	83%	73%	69%	69%	78%
<b>Statewide</b>	<b>74%</b>	<b>69%</b>	<b>66%</b>	<b>67%</b>	<b>71%</b>

The Domain average may be outside the range of individual questions as it weighs the intensity of each question on the full 5-point scale before calculating the domain percentage.

# Self-Assessed Outcomes for Adults

## Summary by Age

*This table summarizes adult consumer perceptions about outcomes by age by LME.*

*Statewide, adult consumers over age 55 were the most likely to feel they were making progress. In every LME, half or more of the consumers surveyed for each adult age group were positive about their outcomes or progress.*

Consumers Surveyed October 2003	Self-Assessed Outcomes for Adults			
	percent			
	Age 18-34	Ages 35-54	Ages 55 and older	Unknown Age Adult
Alamance-Caswell	73%	69%	76%	NA
Albemarle	60%	60%	70%	NA
Catawba	82%	73%	76%	NA
Centerpoint	64%	75%	79%	NA
Crossroads	55%	60%	76%	NA
Cumberland	83%	72%	84%	NA
Durham	64%	72%	79%	59%
Eastpointe	73%	66%	80%	NA
Edgecombe-Nash	62%	70%	87%	NA
Foothills	71%	64%	80%	NA
Guilford	59%	69%	66%	NA
Johnston	52%	61%	67%	NA
Lee-Harnett	61%	62%	85%	92%
Mecklenburg	75%	81%	80%	NA
Neuse	62%	73%	75%	NA
New River	69%	69%	85%	NA
Onslow	70%	79%	88%	NA
OPC	51%	76%	90%	80%
Pathways	60%	60%	67%	NA
Piedmont	80%	68%	70%	NA
Pitt	80%	76%	100%	NA
Riverstone	78%	80%	76%	NA
Roanoke-Chowan	77%	70%	91%	NA
Rockingham	71%	70%	78%	NA
Sandhills	74%	74%	85%	NA
Smoky Mountain	60%	55%	68%	73%
Southeastern Center	71%	71%	71%	NA
Southeastern Regional	79%	87%	74%	NA
Tideland	64%	63%	85%	NA
VGFW	63%	72%	74%	NA
Wake	76%	74%	73%	NA
Western Highlands	72%	69%	67%	NA
Wilson-Greene	74%	74%	87%	100%
<b>Statewide</b>	<b>69%</b>	<b>71%</b>	<b>79%</b>	<b>73%</b>

*NA indicates there were less than ten responses so the data is not shown for the LME.*

# Self-Assessed Outcomes for Adults

## Summary by Gender

*This table summarizes for adult consumers their perceptions about their outcomes or progress by gender by LME.*

*Statewide adult male consumers are slightly more likely to feel they were doing better than female clients. In every LME, more than half of both males and females indicated they were doing better.*

Consumers Surveyed October 2003	Self-Assessed Outcomes for Adults		
	Average Percent of Consumers Indicating They Were Doing Better		
	Female	Male	Gender Unknown
Alamance-Caswell	61%	81%	72%
Albemarle	58%	69%	50%
Catawba	72%	81%	NA
Centerpoint	71%	73%	60%
Crossroads	63%	54%	NA
Cumberland	76%	82%	68%
Durham	72%	69%	59%
Eastpointe	65%	78%	57%
Edgecombe-Nash	65%	80%	38%
Foothills	64%	76%	63%
Guilford	63%	69%	75%
Johnston	52%	73%	NA
Lee-Harnett	56%	79%	74%
Mecklenburg	80%	79%	NA
Neuse	66%	77%	53%
New River	72%	76%	50%
Onslow	76%	79%	74%
OPC	61%	80%	83%
Pathways	66%	53%	NA
Piedmont	NA	NA	67%
Pitt	80%	80%	70%
Riverstone	78%	85%	67%
Roanoke-Chowan	76%	73%	NA
Rockingham	71%	72%	75%
Sandhills	72%	80%	65%
Smoky Mountain	61%	60%	61%
Southeastern Center	69%	78%	36%
Southeastern Regional	81%	86%	83%
Tideland	69%	70%	43%
VGFW	69%	76%	30%
Wake	76%	76%	65%
Western Highlands	72%	73%	57%
Wilson-Greene	74%	78%	88%
<b>Statewide</b>	<b>69%</b>	<b>75%</b>	<b>66%</b>

*NA indicates there were less than ten responses so the data is not shown for the LME.*

# Self-Assessed Outcomes for Adults

## Summary by Race and Ethnicity

This table summarizes adult consumers satisfaction with their outcomes or progress by race/ethnicity by LME.

For every LME, at least half or more of the adults surveyed indicated they were making progress across the defined racial/ethnic groups. No LME had enough Hispanic adult clients surveyed to permit their data to be shown.

Consumers Surveyed October 2003	Self-Assessed Outcomes for Adults				
	Average Percent of Consumers Indicating They Were Doing Better				
	African American	White	Other (Native American, Asian, and Other)	Race Not Reported	Hispanic/ Latino
Alamance-Caswell	69%	71%	NA	72%	NA
Albemarle	63%	62%	NA	50%	NA
Catawba	79%	76%	NA	NA	NA
Centerpoint	82%	65%	NA	60%	NA
Crossroads	86%	57%	NA	NA	NA
Cumberland	78%	80%	69%	70%	NA
Durham	70%	71%	73%	57%	NA
Eastpointe	77%	66%	NA	57%	NA
Edgecombe-Nash	77%	65%	NA	38%	NA
Foothills	62%	70%	NA	63%	NA
Guilford	72%	60%	80%	75%	NA
Johnston	62%	57%	NA	NA	NA
Lee-Harnett	68%	65%	NA	74%	NA
Mecklenburg	78%	81%	NA	90%	NA
Neuse	73%	69%	80%	53%	NA
New River	NA	73%	NA	50%	NA
Onslow	84%	76%	NA	74%	NA
OPC	78%	68%	NA	83%	NA
Pathways	61%	61%	NA	NA	NA
Piedmont	NA	78%	NA	67%	NA
Pitt	79%	80%	NA	70%	NA
Riverstone	84%	75%	NA	67%	NA
Roanoke-Chowan	79%	67%	NA	NA	NA
Rockingham	79%	69%	NA	75%	NA
Sandhills	85%	72%	89%	65%	NA
Smoky Mountain	NA	60%	NA	61%	NA
Southeastern Center	74%	71%	93%	36%	NA
Southeastern Regional	89%	70%	91%	83%	NA
Tideland	73%	67%	NA	43%	NA
VGFW	76%	68%	NA	30%	NA
Wake	80%	71%	NA	65%	NA
Western Highlands	71%	72%	NA	57%	NA
Wilson-Greene	78%	72%	NA	88%	NA
<b>Statewide</b>	<b>77%</b>	<b>69%</b>	<b>79%</b>	<b>67%</b>	<b>81%</b>

- Hispanic/Latino is a special designation that is made separate from race in the client data. Clients who are marked as such may come from any racial group.

- NA indicates there were less than ten responses so the data is not shown for the LME.

# Self-Assessed Outcomes for Adults

## Summary by Clients' Disability

*This table summarizes for adult consumers their perceptions about their outcomes or progress by client disability by LME.*

*Statewide clients with substance abuse were more likely to indicate they were making progress. No single LME had enough developmental disability clients to permit showing their data. Clients with developmental disabilities are not required to use this consumer satisfaction survey but may be included.*

Consumers Surveyed October 2003	Self-Assessed Outcomes for Adults				
	Average Percent of Consumers Indicating They Were Doing Better				
	Mental Health	Substance Abuse	Developmental Disabilities	Multiple Disabilities	Disability Unknown
Alamance-Caswell	63%	76%	NA	78%	76%
Albemarle	52%	NA	NA	67%	68%
Catawba	74%	NA	NA	88%	73%
Centerpoint	66%	78%	NA	75%	64%
Crossroads	51%	NA	NA	63%	69%
Cumberland	70%	NA	NA	90%	81%
Durham	66%	88%	NA	63%	69%
Eastpointe	72%	NA	NA	59%	75%
Edgecombe-Nash	75%	NA	NA	69%	66%
Foothills	64%	70%	NA	83%	68%
Guilford	61%	78%	NA	74%	55%
Johnston	61%	NA	NA	69%	45%
Lee-Harnett	66%	NA	NA	57%	74%
Mecklenburg	71%	80%	NA	85%	78%
Neuse	78%	88%	NA	62%	56%
New River	78%	NA	NA	65%	65%
Onslow	73%	77%	NA	84%	75%
OPC	65%	NA	NA	79%	84%
Pathways	60%	86%	NA	58%	60%
Piedmont	NA	NA	NA	NA	69%
Pitt	73%	88%	NA	79%	77%
Riverstone	77%	NA	NA	89%	74%
Roanoke-Chowan	73%	NA	NA	86%	67%
Rockingham	71%	NA	NA	77%	72%
Sandhills	73%	84%	NA	78%	75%
Smoky Mountain	63%	NA	NA	52%	61%
Southeastern Center	70%	81%	NA	81%	64%
Southeastern Regional	82%	86%	NA	76%	88%
Tideland	68%	NA	NA	68%	58%
VGFW	72%	NA	NA	77%	50%
Wake	75%	77%	NA	77%	70%
Western Highlands	58%	NA	NA	82%	69%
Wilson-Greene	70%	91%	NA	85%	85%
<b>Statewide</b>	<b>68%</b>	<b>82%</b>	<b>75%</b>	<b>76%</b>	<b>70%</b>

*NA indicates there were less than ten responses so the data is not shown for the LME.*

# Self-Assessed Outcomes for Adults

## Summary by Length of Time Since Admission

*This table summarizes adult consumers satisfaction with outcomes or progress by the length of time since they were admitted to service.*

*Statewide, adult clients served for more than one year are more likely to indicate they were doing better than clients served for less than a year.*

Consumers Surveyed October 2003	Self-Assessed Outcomes for Adults						
	Average Percent of Consumers Indicating They Were Doing Better						
	One Month or Less	One to Six Months	Six to Twelve Months	One to Five Years	Five to Ten Years	More than Ten Years	Unknown Length
Alamance-Caswell	73%	63%	57%	69%	69%	79%	72%
Albemarle	53%	59%	76%	58%	67%	75%	50%
Catawba	NA	71%	86%	78%	74%	76%	NA
Centerpoint	61%	70%	44%	63%	79%	89%	60%
Crossroads	55%	56%	69%	63%	65%	44%	NA
Cumberland	100%	84%	59%	78%	77%	78%	68%
Durham	51%	71%	60%	72%	71%	80%	59%
Eastpointe	100%	64%	62%	75%	60%	72%	57%
Edgecombe-Nash	45%	71%	56%	68%	88%	88%	38%
Foothills	80%	73%	44%	57%	74%	81%	63%
Guilford	29%	61%	77%	52%	82%	82%	75%
Johnston	25%	46%	20%	59%	80%	93%	NA
Lee-Harnett	40%	55%	40%	74%	71%	75%	74%
Mecklenburg	80%	84%	85%	81%	71%	70%	NA
Neuse	55%	54%	67%	79%	76%	77%	53%
New River	50%	74%	80%	73%	66%	87%	50%
Onslow	67%	71%	85%	73%	88%	81%	74%
OPC	NA	53%	63%	63%	76%	83%	83%
Pathways	65%	47%	51%	63%	70%	93%	NA
Piedmont	NA	NA	NA	NA	NA	NA	67%
Pitt	73%	81%	78%	78%	90%	85%	70%
Riverstone	88%	73%	NA	76%	77%	88%	67%
Roanoke-Chowan	57%	57%	55%	75%	80%	85%	NA
Rockingham	69%	60%	93%	65%	72%	95%	75%
Sandhills	81%	80%	60%	71%	77%	83%	65%
Smoky Mountain	NA	71%	70%	59%	54%	63%	61%
Southeastern Center	88%	72%	66%	70%	72%	82%	36%
Southeastern Regional	NA	86%	88%	81%	78%	83%	83%
Tideland	70%	71%	NA	65%	67%	87%	43%
VGFW	90%	57%	NA	58%	78%	83%	30%
Wake	70%	88%	67%	74%	77%	79%	65%
Western Highlands	62%	60%	70%	85%	70%	77%	57%
Wilson-Greene	NA	72%	NA	78%	79%	75%	88%
<b>Statewide</b>	<b>67%</b>	<b>68%</b>	<b>66%</b>	<b>70%</b>	<b>75%</b>	<b>81%</b>	<b>66%</b>

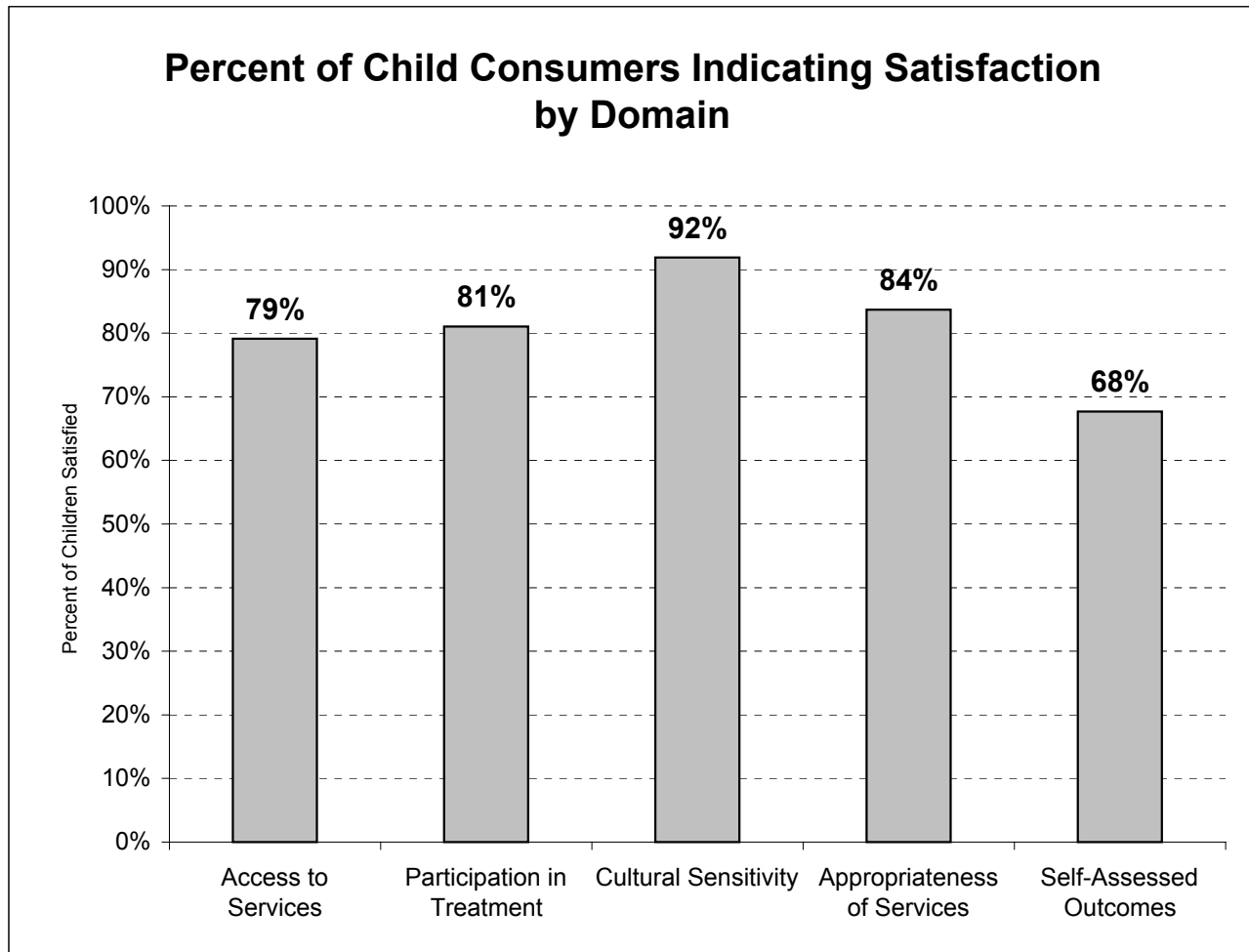
NA indicates there were less than ten responses so the data is not shown for the LME.

# Statewide Summary for All Consumer Domains for Children

*This table summarizes the percent of youth consumers (young child and teen) expressing satisfaction or positive statements by five major areas of interest or domains. The youth survey is different from the adult survey and thus the domains are somewhat different.*

*Roughly nine in ten child consumers or their parents expressed positive statements or satisfaction with the cultural and general sensitivity of staff. About eight in ten indicated satisfaction with access to services, the appropriateness of services, and participation in treatment. About seven in ten indicated there were making progress in their own self-assessment of outcomes.*

Consumers Surveyed October 2003	Statewide Summary for All Consumer Domains				
	Percent of Child Consumers Positive/Satisfied by Domain				
	Access to Services	Participation in Treatment	Cultural Sensitivity	Appropriateness of Services	Self-Assessed Outcomes
<b>Statewide</b>	<b>79%</b>	<b>81%</b>	<b>92%</b>	<b>84%</b>	<b>68%</b>





# Local Management Entity Summary for All Consumer Domains for Children

*This table summarizes the percent of young child and teen consumers expressing satisfaction or positive statements by five major areas of interest for each Local Management Entity (LME).*

*Roughly nine in ten child consumers or their parents expressed positive statements or satisfaction with the cultural and general sensitivity of staff. About eight in ten indicated satisfaction with access to services, the appropriateness of services, and participation in treatment. About seven in ten indicated there were making progress in their own self-assessment of outcomes.*

Consumers Surveyed October 2003	Local Management Entity Summary				
	Percent of Child Consumers Satisfied by Domain				
	Access to Services	Participation in Treatment	Cultural Sensitivity	Appropriateness of Services	Self-Assessed Outcomes
Alamance-Caswell	80%	83%	93%	80%	54%
Albemarle	88%	84%	90%	81%	73%
Catawba	65%	69%	84%	82%	70%
Centerpoint	67%	81%	93%	87%	61%
Crossroads	80%	79%	93%	88%	74%
Cumberland	87%	91%	96%	91%	79%
Durham	85%	80%	93%	88%	66%
Eastpointe	79%	77%	92%	83%	62%
Edgecombe-Nash	76%	82%	94%	86%	73%
Foothills	80%	82%	93%	87%	76%
Guilford	72%	74%	89%	72%	59%
Johnston	72%	79%	85%	72%	47%
Lee-Harnett	70%	82%	93%	86%	60%
Mecklenburg	70%	73%	89%	81%	73%
Neuse	82%	84%	95%	88%	69%
New River	85%	90%	97%	87%	73%
Onslow	88%	94%	93%	90%	69%
OPC	76%	74%	92%	84%	65%
Pathways	83%	82%	90%	78%	59%
Piedmont	62%	58%	86%	68%	57%
Pitt	69%	76%	85%	79%	66%
Riverstone	87%	91%	95%	89%	72%
Roanoke-Chowan	83%	82%	95%	89%	69%
Rockingham	75%	65%	86%	81%	65%
Sandhills	82%	80%	93%	82%	71%
Smoky Mountain	84%	82%	87%	84%	71%
Southeastern Center	84%	88%	95%	91%	70%
Southeastern Regional	77%	80%	91%	82%	68%
Tideland	83%	79%	91%	75%	60%
VGFW	78%	78%	94%	81%	69%
Wake	68%	71%	86%	71%	63%
Western Highlands	82%	88%	94%	87%	72%
Wilson-Greene	83%	92%	96%	88%	67%
<b>Statewide</b>	<b>79%</b>	<b>81%</b>	<b>92%</b>	<b>84%</b>	<b>68%</b>

# Access to Services for Children

## Summary by Detailed Question

*This tables summarizes for child consumers the percent who were satisfied with access to services by LME.*

*Most child consumers or their parents indicated satisfaction for access to services. The combined percentage for the domain is often lower than either individual question indicating that some clients answer these two questions differently, positive for one but negative or neutral for the other.*

Consumers Surveyed October 2003	Access to Services for Children		
	Percent of Consumers Agreeing with Statement		
	The location of services was convenient	Services were available at times that were convenient for me	Access to Services Domain
Alamance-Caswell	83%	88%	80%
Albemarle	96%	86%	88%
Catawba	75%	74%	65%
Centerpoint	72%	79%	67%
Crossroads	88%	86%	80%
Cumberland	85%	91%	87%
Durham	86%	89%	85%
Eastpointe	87%	83%	79%
Edgecombe-Nash	76%	85%	76%
Foothills	86%	89%	80%
Guilford	78%	83%	72%
Johnston	86%	76%	72%
Lee-Harnett	78%	76%	70%
Mecklenburg	73%	79%	70%
Neuse	88%	88%	82%
New River	94%	86%	85%
Onslow	94%	87%	88%
OPC	84%	84%	76%
Pathways	90%	82%	83%
Piedmont	75%	74%	62%
Pitt	77%	75%	69%
Riverstone	90%	87%	87%
Roanoke-Chowan	91%	85%	83%
Rockingham	84%	86%	75%
Sandhills	83%	86%	82%
Smoky Mountain	84%	85%	84%
Southeastern Center	87%	90%	84%
Southeastern Regional	84%	85%	77%
Tideland	90%	90%	83%
VGFW	78%	83%	78%
Wake	71%	83%	68%
Western Highlands	85%	87%	82%
Wilson-Greene	91%	85%	83%
<b>Statewide</b>	<b>84%</b>	<b>85%</b>	<b>79%</b>

*The Domain average may be outside the range of individual questions as it weighs the intensity of each question on the full 5-point scale before calculating the domain percentage.*

# Access to Services for Children

## Summary by Age

*This table summarizes child consumer satisfaction with access to services by age by LME.*

*Statewide, teenage consumers are somewhat less likely to indicate satisfaction with access to services than the parents of young children, though for both groups the vast majority of consumers are positive.*

Consumers Surveyed October 2003	Access to Services for Children		
	Average Percent of Consumers Indicating Services Were Accessible		
	YoungChild (Age 0-11)	Teen (Age 12-17)	Unknown Age Child
Alamance-Caswell	96%	69%	NA
Albemarle	89%	92%	NA
Catawba	80%	57%	NA
Centerpoint	78%	57%	NA
Crossroads	87%	75%	NA
Cumberland	96%	83%	89%
Durham	87%	82%	97%
Eastpointe	96%	70%	NA
Edgecombe-Nash	92%	63%	NA
Foothills	85%	76%	73%
Guilford	73%	70%	NA
Johnston	81%	63%	NA
Lee-Harnett	86%	67%	53%
Mecklenburg	71%	68%	NA
Neuse	93%	69%	77%
New River	94%	73%	63%
Onslow	94%	82%	NA
OPC	75%	78%	67%
Pathways	85%	82%	NA
Piedmont	NA	45%	67%
Pitt	76%	66%	NA
Riverstone	90%	78%	100%
Roanoke-Chowan	90%	75%	NA
Rockingham	90%	70%	NA
Sandhills	89%	74%	77%
Smoky Mountain	86%	83%	NA
Southeastern Center	82%	82%	100%
Southeastern Regional	86%	71%	88%
Tideland	79%	86%	NA
VGFW	92%	73%	NA
Wake	NA	70%	55%
Western Highlands	89%	69%	83%
Wilson-Greene	82%	86%	83%
<b>Statewide</b>	<b>86%</b>	<b>74%</b>	<b>80%</b>

*NA indicates there were less than ten responses so the data is not shown for the LME.*

# Access to Services for Children

## Summary by Gender

*This table summarizes consumer satisfaction with access to services for children by LME.*

*Statewide there were no differences between female and male child consumers in their satisfaction with access to services with more than three-fourths indicating positive statements.*

Consumers Surveyed October 2003	Access to Services for Children		
	Average Percent of Consumers Indicating Services Were Accessible		
	Female	Male	Gender Unknown
Alamance-Caswell	76%	83%	NA
Albemarle	89%	91%	NA
Catawba	65%	64%	NA
Centerpoint	75%	63%	NA
Crossroads	88%	74%	NA
Cumberland	93%	83%	89%
Durham	86%	81%	97%
Eastpointe	63%	85%	NA
Edgecombe-Nash	75%	76%	NA
Foothills	83%	79%	73%
Guilford	56%	75%	NA
Johnston	67%	74%	NA
Lee-Harnett	65%	76%	53%
Mecklenburg	70%	68%	NA
Neuse	81%	83%	77%
New River	92%	83%	63%
Onslow	91%	85%	NA
OPC	71%	81%	67%
Pathways	87%	81%	NA
Piedmont	NA	47%	67%
Pitt	73%	68%	NA
Riverstone	81%	85%	100%
Roanoke-Chowan	83%	82%	NA
Rockingham	90%	64%	NA
Sandhills	79%	84%	77%
Smoky Mountain	92%	81%	NA
Southeastern Center	77%	86%	100%
Southeastern Regional	69%	77%	88%
Tideland	100%	77%	NA
VGFW	67%	87%	NA
Wake	75%	73%	55%
Western Highlands	79%	84%	83%
Wilson-Greene	88%	82%	83%
<b>Statewide</b>	<b>79%</b>	<b>79%</b>	<b>80%</b>

*NA indicates there were less than ten responses so the data is not shown for the LME.*

# Access to Services for Children

## Summary by Race and Ethnicity

This table summarizes child consumer satisfaction with access to services by race/ethnicity by LME.

Statewide there are only very small differences by race for satisfaction with access to services but Hispanic children were somewhat more likely to indicate satisfaction. No individual LME had enough Hispanic clients to show the data. All LMEs had at least half or more of their child clients indicate they were satisfied with access to services by category.

Consumers Surveyed October 2003	Access to Services for Children				
	Average Percent of Consumers Indicating Services Were Accessible				
	African American	White	Other (Native American, Asian, and Other)	Race Not Reported	Hispanic/ Latino
Alamance-Caswell	100%	76%	NA	NA	NA
Albemarle	94%	85%	NA	NA	NA
Catawba	50%	69%	NA	NA	NA
Centerpoint	71%	59%	NA	NA	NA
Crossroads	50%	85%	NA	NA	NA
Cumberland	88%	85%	NA	89%	NA
Durham	86%	70%	NA	97%	NA
Eastpointe	78%	80%	86%	NA	NA
Edgecombe-Nash	79%	69%	NA	NA	NA
Foothills	79%	81%	78%	73%	NA
Guilford	75%	66%	NA	NA	NA
Johnston	67%	75%	NA	NA	NA
Lee-Harnett	88%	69%	NA	53%	NA
Mecklenburg	67%	79%	NA	NA	NA
Neuse	83%	81%	88%	77%	NA
New River	NA	87%	NA	63%	NA
Onslow	81%	87%	100%	NA	NA
OPC	80%	74%	NA	67%	NA
Pathways	90%	83%	NA	NA	NA
Piedmont	NA	53%	NA	67%	NA
Pitt	71%	65%	NA	NA	NA
Riverstone	81%	88%	NA	100%	NA
Roanoke-Chowan	88%	70%	NA	NA	NA
Rockingham	80%	69%	NA	NA	NA
Sandhills	88%	78%	85%	77%	NA
Smoky Mountain	NA	84%	NA	NA	NA
Southeastern Center	88%	80%	69%	100%	NA
Southeastern Regional	76%	78%	68%	88%	NA
Tideland	80%	83%	NA	NA	NA
VGFW	80%	79%	NA	NA	NA
Wake	78%	67%	NA	55%	NA
Western Highlands	85%	80%	100%	83%	NA
Wilson-Greene	82%	85%	NA	83%	NA
<b>Statewide</b>	<b>80%</b>	<b>78%</b>	<b>79%</b>	<b>81%</b>	<b>85%</b>

- Hispanic/Latino is a special designation that is made separate from race in the client data. Clients who are marked as such may come from any racial group.

- NA indicates there were less than ten responses so the data is not shown for the LME.

# Access to Services for Children

## Summary by Clients' Disability

*This table summarizes satisfaction with access to services for child consumers by client disability.*

*Statewide child consumers with just a disability of substance abuse were much less likely to have indicated satisfaction with access to services. However, most programs had few or no children surveyed in this category. Most children surveyed with substance abuse as a disability also had other disabilities and are listed under the multiple disabilities category.*

Consumers Surveyed October 2003	Access to Services for Children				
	Average Percent of Consumers Indicating Services Were Accessible				
	Mental Health	Substance Abuse	Developmental Disabilities	Multiple Disabilities	Disability Unknown
Alamance-Caswell	85%	NA	NA	NA	67%
Albemarle	90%	NA	NA	100%	79%
Catawba	62%	NA	NA	70%	68%
Centerpoint	75%	43%	NA	63%	50%
Crossroads	81%	NA	NA	88%	75%
Cumberland	89%	NA	NA	100%	79%
Durham	82%	NA	NA	83%	91%
Eastpointe	78%	100%	NA	75%	78%
Edgecombe-Nash	76%	NA	NA	100%	70%
Foothills	80%	NA	NA	92%	71%
Guilford	76%	NA	NA	64%	68%
Johnston	73%	NA	NA	NA	50%
Lee-Harnett	75%	NA	NA	85%	59%
Mecklenburg	65%	NA	NA	78%	72%
Neuse	80%	NA	88%	71%	88%
New River	79%	NA	NA	60%	93%
Onslow	90%	NA	NA	75%	NA
OPC	79%	NA	NA	62%	75%
Pathways	81%	NA	NA	100%	86%
Piedmont	69%	NA	NA	NA	67%
Pitt	73%	NA	NA	65%	65%
Riverstone	85%	NA	NA	NA	87%
Roanoke-Chowan	87%	NA	NA	78%	NA
Rockingham	82%	NA	NA	74%	69%
Sandhills	82%	NA	83%	88%	80%
Smoky Mountain	87%	NA	NA	100%	80%
Southeastern Center	81%	NA	NA	88%	88%
Southeastern Regional	77%	NA	NA	89%	71%
Tideland	79%	NA	NA	NA	93%
VGFW	82%	NA	NA	NA	69%
Wake	79%	NA	NA	NA	57%
Western Highlands	79%	NA	NA	80%	84%
Wilson-Greene	82%	NA	NA	90%	83%
<b>Statewide</b>	<b>80%</b>	<b>58%</b>	<b>88%</b>	<b>80%</b>	<b>79%</b>

*NA indicates there were less than ten responses so the data is not shown for the LME.*

# Access to Services for Children

## Summary by Length of Time Since Admission

*This table summarizes satisfaction with access to services for child consumers by length of time served.*

*Statewide, there is a slight increase in satisfaction with access to services as the length of time children have been served increases.*

Consumers Surveyed October 2003	Access to Services for Children						
	Average Percent of Consumers Indicating Services Were Accessible						
	One Month or Less	One to Six Months	Six to Twelve Months	One to Five Years	Five to Ten Years	More than Ten Years	Unknown Length
Alamance-Caswell	NA	80%	NA	83%	NA	NA	NA
Albemarle	NA	90%	82%	94%	92%	NA	NA
Catawba	NA	64%	67%	70%	NA	NA	NA
Centerpoint	50%	68%	47%	61%	95%	NA	NA
Crossroads	78%	90%	100%	68%	NA	NA	NA
Cumberland	NA	85%	85%	84%	100%	NA	89%
Durham	NA	79%	92%	82%	77%	NA	97%
Eastpointe	77%	89%	81%	77%	69%	NA	NA
Edgecombe-Nash	NA	67%	75%	85%	55%	NA	NA
Foothills	NA	79%	77%	84%	79%	NA	73%
Guilford	NA	74%	71%	73%	66%	NA	NA
Johnston	NA	71%	78%	50%	NA	NA	NA
Lee-Harnett	83%	87%	75%	63%	86%	NA	53%
Mecklenburg	NA	74%	72%	68%	50%	NA	NA
Neuse	NA	100%	81%	78%	80%	NA	77%
New River	NA	85%	88%	85%	NA	NA	63%
Onslow	NA	NA	85%	86%	92%	NA	NA
OPC	54%	75%	87%	83%	60%	NA	67%
Pathways	100%	82%	82%	82%	92%	NA	NA
Piedmont	NA	NA	NA	55%	NA	NA	67%
Pitt	55%	59%	56%	76%	72%	NA	NA
Riverstone	92%	NA	82%	79%	88%	NA	100%
Roanoke-Chowan	NA	88%	80%	77%	91%	NA	NA
Rockingham	NA	60%	80%	77%	NA	NA	NA
Sandhills	92%	87%	89%	81%	66%	NA	77%
Smoky Mountain	NA	88%	100%	79%	91%	NA	NA
Southeastern Center	83%	88%	70%	82%	93%	NA	100%
Southeastern Regional	NA	55%	62%	79%	96%	NA	88%
Tideland	NA	NA	NA	84%	NA	NA	NA
VGFW	NA	NA	NA	94%	NA	NA	NA
Wake	NA	NA	NA	75%	NA	NA	55%
Western Highlands	45%	80%	88%	86%	83%	NA	83%
Wilson-Greene	NA	NA	82%	81%	91%	NA	83%
<b>Statewide</b>	<b>75%</b>	<b>79%</b>	<b>79%</b>	<b>79%</b>	<b>80%</b>	<b>83%</b>	<b>80%</b>

*NA indicates there were less than ten responses so the data is not shown for the LME.*

# Participation in Treatment for Children

## Summary by Detailed Question

*This table summarizes child consumer satisfaction with participation in treatment by LME.*

*Half of more of the children or their parents agreed with the individual statements in every LME. Statewide child consumers were most likely to agree with the statement "I participated in my own treatment."*

Consumers Surveyed October 2003	Participation in Treatment for Children			
	Percent of Consumers Agreeing with Statement			
	I helped to choose my treatment goals	I helped to choose my services	I participated in my own treatment	Participation in Treatment Domain
Alamance-Caswell	90%	71%	92%	83%
Albemarle	90%	83%	85%	84%
Catawba	71%	53%	91%	69%
Centerpoint	86%	74%	90%	81%
Crossroads	88%	73%	86%	79%
Cumberland	83%	86%	94%	91%
Durham	84%	76%	90%	80%
Eastpointe	82%	70%	85%	77%
Edgecombe-Nash	91%	73%	89%	82%
Foothills	85%	79%	91%	82%
Guilford	79%	71%	86%	74%
Johnston	82%	75%	85%	79%
Lee-Harnett	80%	70%	92%	82%
Mecklenburg	74%	66%	88%	73%
Neuse	85%	80%	91%	84%
New River	93%	84%	95%	90%
Onslow	96%	89%	91%	94%
OPC	81%	64%	87%	74%
Pathways	84%	77%	88%	82%
Piedmont	67%	61%	80%	58%
Pitt	77%	69%	80%	76%
Riverstone	90%	89%	86%	91%
Roanoke-Chowan	82%	74%	86%	82%
Rockingham	76%	65%	88%	65%
Sandhills	84%	76%	88%	80%
Smoky Mountain	84%	74%	91%	82%
Southeastern Center	86%	82%	94%	88%
Southeastern Regional	80%	72%	94%	80%
Tideland	77%	77%	85%	79%
VGFW	71%	71%	97%	78%
Wake	63%	50%	85%	71%
Western Highlands	92%	82%	91%	88%
Wilson-Greene	95%	92%	91%	92%
<b>Statewide</b>	<b>84%</b>	<b>76%</b>	<b>89%</b>	<b>81%</b>

*The Domain average may be outside the range of individual questions as it weighs the intensity of each question on the full 5-point scale before calculating the domain percentage.*



# Participation in Treatment for Children

## Summary by Age

*This table summarizes consumer satisfaction with participation in treatment for children by LME.*

*Statewide, teens are less likely to indicate satisfaction with participation in treatment. Even so three-quarters of teens still indicate positive participation in treatment.*

Consumers Surveyed October 2003	Participation in Treatment for Children		
	Average Percent of Consumers Indicating Participation in Treatment		
	YoungChild (Age 0-11)	Teen (Age 12-17)	Unknown Age Child
Alamance-Caswell	89%	75%	NA
Albemarle	94%	76%	NA
Catawba	96%	57%	NA
Centerpoint	90%	76%	NA
Crossroads	91%	74%	NA
Cumberland	100%	86%	100%
Durham	100%	75%	81%
Eastpointe	93%	69%	NA
Edgecombe-Nash	89%	75%	NA
Foothills	80%	87%	64%
Guilford	83%	69%	NA
Johnston	88%	70%	NA
Lee-Harnett	91%	77%	80%
Mecklenburg	83%	69%	NA
Neuse	92%	77%	82%
New River	95%	85%	71%
Onslow	97%	90%	NA
OPC	89%	63%	77%
Pathways	87%	80%	NA
Piedmont	NA	30%	67%
Pitt	92%	71%	NA
Riverstone	94%	87%	91%
Roanoke-Chowan	92%	71%	NA
Rockingham	100%	56%	NA
Sandhills	88%	70%	77%
Smoky Mountain	93%	78%	NA
Southeastern Center	94%	85%	78%
Southeastern Regional	96%	72%	90%
Tideland	83%	77%	NA
VGFW	100%	68%	NA
Wake	NA	68%	70%
Western Highlands	95%	74%	88%
Wilson-Greene	91%	88%	100%
<b>Statewide</b>	<b>91%</b>	<b>74%</b>	<b>81%</b>

*NA indicates there were less than ten responses so the data is not shown for the LME.*

# Participation in Treatment for Children

## Summary by Gender

*This table summarizes satisfaction with participation in treatment for child consumers by gender.*

*Statewide there was no significant difference between female and male child consumer clients in their satisfaction with participation in treatment.*

Consumers Surveyed October 2003	Participation in Treatment for Children		
	Average Percent of Consumers Indicating Participation in Treatment		
	Female	Male	Gender Unknown
Alamance-Caswell	77%	83%	NA
Albemarle	76%	88%	NA
Catawba	71%	67%	NA
Centerpoint	82%	82%	NA
Crossroads	83%	79%	NA
Cumberland	98%	85%	100%
Durham	75%	82%	81%
Eastpointe	72%	79%	NA
Edgecombe-Nash	78%	82%	NA
Foothills	80%	85%	64%
Guilford	64%	76%	NA
Johnston	64%	84%	NA
Lee-Harnett	67%	88%	80%
Mecklenburg	72%	71%	NA
Neuse	88%	82%	82%
New River	92%	92%	71%
Onslow	91%	94%	NA
OPC	78%	71%	77%
Pathways	84%	81%	NA
Piedmont	NA	42%	67%
Pitt	69%	79%	NA
Riverstone	91%	91%	91%
Roanoke-Chowan	90%	78%	NA
Rockingham	58%	68%	NA
Sandhills	79%	80%	77%
Smoky Mountain	75%	86%	NA
Southeastern Center	86%	92%	78%
Southeastern Regional	70%	80%	90%
Tideland	80%	80%	NA
VGFW	82%	80%	NA
Wake	85%	55%	70%
Western Highlands	85%	89%	88%
Wilson-Greene	93%	89%	100%
<b>Statewide</b>	<b>80%</b>	<b>81%</b>	<b>81%</b>

*NA indicates there were less than ten responses so the data is not shown for the LME.*

# Participation in Treatment for Children

## Summary by Race and Ethnicity

*This table summarizes satisfaction with participation in treatment for child consumers by race/ethnicity.*

*Statewide there are only very small differences by race/ethnicity for satisfaction with participation in treatment. No individual LME had enough Hispanic clients to show the data.*

Consumers Surveyed October 2003	Participation in Treatment for Children				
	Average Percent of Consumers Indicating Participation in Treatment				
	African American	White	Other (Native American, Asian, and Other)	Race Not Reported	Hispanic/ Latino
Alamance-Caswell	100%	77%	NA	NA	NA
Albemarle	86%	82%	NA	NA	NA
Catawba	42%	72%	NA	NA	NA
Centerpoint	84%	80%	NA	NA	NA
Crossroads	78%	80%	NA	NA	NA
Cumberland	94%	84%	NA	100%	NA
Durham	77%	90%	NA	81%	NA
Eastpointe	69%	85%	86%	NA	NA
Edgecombe-Nash	81%	80%	NA	NA	NA
Foothills	77%	85%	80%	64%	NA
Guilford	72%	80%	NA	NA	NA
Johnston	79%	77%	NA	NA	NA
Lee-Harnett	100%	77%	NA	80%	NA
Mecklenburg	69%	80%	NA	NA	NA
Neuse	95%	80%	100%	82%	NA
New River	NA	92%	NA	71%	NA
Onslow	90%	93%	100%	NA	NA
OPC	65%	76%	NA	77%	NA
Pathways	93%	79%	NA	NA	NA
Piedmont	NA	41%	NA	67%	NA
Pitt	76%	77%	NA	NA	NA
Riverstone	92%	90%	NA	91%	NA
Roanoke-Chowan	83%	77%	NA	NA	NA
Rockingham	80%	58%	NA	NA	NA
Sandhills	79%	81%	81%	77%	NA
Smoky Mountain	NA	81%	NA	NA	NA
Southeastern Center	86%	93%	86%	78%	NA
Southeastern Regional	88%	71%	72%	90%	NA
Tideland	80%	76%	NA	NA	NA
VGFW	84%	73%	NA	NA	NA
Wake	90%	54%	NA	70%	NA
Western Highlands	80%	87%	100%	88%	NA
Wilson-Greene	89%	92%	NA	100%	NA
<b>Statewide</b>	<b>80%</b>	<b>81%</b>	<b>85%</b>	<b>81%</b>	<b>84%</b>

- Hispanic/Latino is a special designation that is made separate from race in the client data. Clients who are marked as such may come from any racial group.

- NA indicates there were less than ten responses so the data is not shown for the LME.

# Participation in Treatment for Children

## Summary by Clients' Disability

*This table summarizes satisfaction with participation in treatment for child consumers by client disability.*

*Statewide child consumers with just a disability of substance abuse were less likely to have indicated satisfaction with participation in treatment while child consumers with just developmental disabilities were somewhat higher than average. However, most LMEs had few or no children that were surveyed in these categories. Most clients surveyed with these disabilities also had other disabilities and therefore show up in the multiple disabilities category.*

Consumers Surveyed October 2003	Participation in Treatment for Children				
	Average Percent of Consumers Indicating Participation in Treatment				
	Mental Health	Substance Abuse	Developmental Disabilities	Multiple Disabilities	Disability Unknown
Alamance-Caswell	81%	NA	NA	NA	100%
Albemarle	81%	NA	NA	100%	80%
Catawba	74%	NA	NA	91%	54%
Centerpoint	87%	77%	NA	69%	67%
Crossroads	81%	NA	NA	63%	83%
Cumberland	89%	NA	NA	100%	91%
Durham	77%	NA	NA	83%	82%
Eastpointe	75%	89%	NA	63%	87%
Edgecombe-Nash	77%	NA	NA	100%	86%
Foothills	83%	NA	NA	93%	69%
Guilford	74%	NA	NA	73%	72%
Johnston	82%	NA	NA	NA	88%
Lee-Harnett	82%	NA	NA	83%	83%
Mecklenburg	75%	NA	NA	74%	62%
Neuse	84%	NA	100%	76%	87%
New River	86%	NA	NA	100%	91%
Onslow	93%	NA	NA	90%	NA
OPC	78%	NA	NA	55%	76%
Pathways	82%	NA	NA	83%	79%
Piedmont	54%	NA	NA	NA	64%
Pitt	79%	NA	NA	73%	60%
Riverstone	94%	NA	NA	NA	87%
Roanoke-Chowan	89%	NA	NA	79%	NA
Rockingham	71%	NA	NA	53%	69%
Sandhills	83%	NA	85%	81%	74%
Smoky Mountain	80%	NA	NA	90%	83%
Southeastern Center	89%	NA	NA	92%	87%
Southeastern Regional	85%	NA	NA	76%	77%
Tideland	79%	NA	NA	NA	73%
VGFW	75%	NA	NA	NA	91%
Wake	75%	NA	NA	NA	69%
Western Highlands	84%	NA	NA	88%	90%
Wilson-Greene	90%	NA	NA	95%	94%
<b>Statewide</b>	<b>82%</b>	<b>71%</b>	<b>87%</b>	<b>79%</b>	<b>80%</b>

*NA indicates there were less than ten responses so the data is not shown for the LME.*

# Participation in Treatment for Children

## Summary by Length of Time Since Admission

*This table summarizes satisfaction with participation in treatment for child consumers by length of time since the client was admitted to the LME.*

*Statewide there are small differences in satisfaction with participation in treatment by length of time served with those being served the longest registering the highest. However, there are obviously very few children who have been served for ten or more years.*

Consumers Surveyed October 2003	Participation in Treatment for Children						
	Average Percent of Consumers Indicating Participation in Treatment						
	One Month or Less	One to Six Months	Six to Twelve Months	One to Five Years	Five to Ten Years	More than Ten Years	Unknown Length
Alamance-Caswell	NA	79%	NA	82%	NA	NA	NA
Albemarle	NA	80%	83%	89%	92%	NA	NA
Catawba	NA	59%	73%	78%	NA	NA	NA
Centerpoint	82%	84%	87%	79%	79%	NA	NA
Crossroads	75%	85%	100%	77%	NA	NA	NA
Cumberland	NA	86%	89%	97%	86%	NA	100%
Durham	NA	83%	84%	75%	81%	NA	81%
Eastpointe	67%	96%	59%	75%	79%	NA	NA
Edgecombe-Nash	NA	60%	75%	84%	100%	NA	NA
Foothills	NA	73%	86%	86%	83%	NA	64%
Guilford	NA	68%	93%	74%	66%	NA	NA
Johnston	NA	89%	78%	60%	NA	NA	NA
Lee-Harnett	83%	88%	67%	82%	83%	NA	80%
Mecklenburg	NA	76%	71%	69%	91%	NA	NA
Neuse	NA	100%	82%	81%	80%	NA	82%
New River	NA	100%	83%	91%	NA	NA	71%
Onslow	NA	NA	92%	93%	93%	NA	NA
OPC	85%	88%	59%	73%	50%	NA	77%
Pathways	100%	76%	83%	80%	100%	NA	NA
Piedmont	NA	NA	NA	55%	NA	NA	67%
Pitt	60%	71%	56%	81%	86%	NA	NA
Riverstone	100%	NA	91%	83%	100%	NA	91%
Roanoke-Chowan	NA	72%	87%	81%	82%	NA	NA
Rockingham	NA	67%	40%	77%	NA	NA	NA
Sandhills	79%	87%	79%	79%	73%	NA	77%
Smoky Mountain	NA	94%	80%	79%	82%	NA	NA
Southeastern Center	92%	85%	90%	90%	93%	NA	78%
Southeastern Regional	NA	52%	85%	83%	96%	NA	90%
Tideland	NA	NA	NA	78%	NA	NA	NA
VGFW	NA	NA	NA	88%	NA	NA	NA
Wake	NA	NA	NA	75%	NA	NA	70%
Western Highlands	91%	88%	94%	83%	92%	NA	88%
Wilson-Greene	NA	NA	70%	96%	91%	NA	100%
<b>Statewide</b>	<b>82%</b>	<b>81%</b>	<b>79%</b>	<b>81%</b>	<b>83%</b>	<b>85%</b>	<b>81%</b>

*NA indicates there were less than ten responses so the data is not shown for the LME.*

# Cultural Sensitivity of Staff for Children

## Summary by Detailed Question

*This table summarizes child consumer satisfaction with the sensitivity of staff to cultural and other concerns.*

*Roughly three-fourths or more of child consumers in every LME indicated satisfaction with local staff's sensitivity. Consumers were most likely to agree with the statements "Staff spoke with me in a way that I understood" and "Staff treated me with respect".*

Consumers Surveyed October 2003	Cultural Sensitivity of Staff for Children				
	Percent of Consumers Agreeing with Statement				
	Staff spoke with me in a way that I understood	Staff treated me with respect	Staff respected my family's religious/spiritual beliefs	Staff were sensitive to my cultural/ ethnic background	Cultural Sensitivity Domain
Alamance-Caswell	99%	95%	94%	87%	93%
Albemarle	96%	93%	78%	81%	90%
Catawba	88%	89%	88%	76%	84%
Centerpoint	95%	95%	87%	83%	93%
Crossroads	95%	93%	84%	82%	93%
Cumberland	94%	96%	89%	93%	96%
Durham	94%	95%	94%	86%	93%
Eastpointe	93%	93%	92%	88%	92%
Edgecombe-Nash	93%	94%	92%	85%	94%
Foothills	93%	96%	87%	92%	93%
Guilford	91%	93%	83%	82%	89%
Johnston	90%	87%	78%	84%	85%
Lee-Harnett	93%	92%	86%	84%	93%
Mecklenburg	90%	89%	87%	90%	89%
Neuse	94%	98%	92%	93%	95%
New River	97%	97%	92%	92%	97%
Onslow	95%	94%	90%	91%	93%
OPC	97%	95%	88%	82%	92%
Pathways	89%	93%	89%	85%	90%
Piedmont	91%	90%	84%	73%	86%
Pitt	85%	87%	82%	76%	85%
Riverstone	94%	95%	92%	90%	95%
Roanoke-Chowan	96%	95%	82%	90%	95%
Rockingham	91%	88%	86%	81%	86%
Sandhills	93%	94%	89%	86%	93%
Smoky Mountain	88%	88%	83%	82%	87%
Southeastern Center	98%	96%	93%	88%	95%
Southeastern Regional	94%	93%	86%	88%	91%
Tideland	90%	94%	85%	79%	91%
VGFW	97%	97%	100%	84%	94%
Wake	91%	89%	74%	77%	86%
Western Highlands	94%	94%	93%	91%	94%
Wilson-Greene	94%	96%	91%	91%	96%
<b>Statewide</b>	<b>93%</b>	<b>93%</b>	<b>88%</b>	<b>86%</b>	<b>92%</b>

*The Domain average may be outside the range of individual questions as it weighs the intensity of each question on the full 5-point scale before calculating the domain percentage.*

# Cultural Sensitivity of Staff for Children

## Summary by Age

*This table summarizes consumer satisfaction with the cultural sensitivity of staff by age group.*

*Statewide, nine out of ten consumers surveyed indicate satisfaction with the cultural sensitivity of staff for all child age groups. In every LME at least 80% responded positively to cultural sensitivity.*

Consumers Surveyed October 2003	Cultural Sensitivity of Staff for Children		
	Average Percent of Consumers Indicating Staff Were Culturally Sensitive		
	YoungChild (Age 0-11)	Teen (Age 12-17)	Unknown Age Child
Alamance-Caswell	96%	92%	NA
Albemarle	94%	92%	NA
Catawba	86%	83%	NA
Centerpoint	95%	90%	NA
Crossroads	95%	92%	NA
Cumberland	93%	97%	100%
Durham	100%	90%	97%
Eastpointe	98%	88%	NA
Edgecombe-Nash	100%	89%	NA
Foothills	93%	93%	91%
Guilford	87%	90%	NA
Johnston	88%	82%	NA
Lee-Harnett	95%	89%	100%
Mecklenburg	90%	88%	NA
Neuse	98%	96%	82%
New River	96%	97%	100%
Onslow	96%	90%	NA
OPC	93%	90%	100%
Pathways	91%	90%	NA
Piedmont	NA	80%	86%
Pitt	88%	84%	NA
Riverstone	98%	92%	95%
Roanoke-Chowan	98%	93%	NA
Rockingham	100%	82%	NA
Sandhills	96%	91%	87%
Smoky Mountain	85%	86%	NA
Southeastern Center	96%	96%	89%
Southeastern Regional	100%	88%	91%
Tideland	89%	90%	NA
VGFW	100%	89%	NA
Wake	NA	82%	91%
Western Highlands	94%	93%	98%
Wilson-Greene	97%	97%	89%
<b>Statewide</b>	<b>95%</b>	<b>90%</b>	<b>92%</b>

*NA indicates there were less than ten responses so the data is not shown for the LME.*

# Cultural Sensitivity of Staff for Children

## Summary by Gender

*This table summarizes satisfaction with the cultural sensitivity of staff for child consumers by gender and LME.*

*Statewide there was no significant difference between female and male child consumer clients in their satisfaction with the sensitivity of staff.*

Consumers Surveyed October 2003	Cultural Sensitivity of Staff for Children		
	Average Percent of Consumers Indicating Staff Were Culturally Sensitive		
	Female	Male	Gender Unknown
Alamance-Caswell	95%	93%	NA
Albemarle	89%	94%	NA
Catawba	80%	86%	NA
Centerpoint	88%	94%	NA
Crossroads	100%	88%	NA
Cumberland	93%	98%	100%
Durham	90%	93%	97%
Eastpointe	86%	93%	NA
Edgecombe-Nash	95%	93%	NA
Foothills	91%	94%	91%
Guilford	89%	89%	NA
Johnston	83%	86%	NA
Lee-Harnett	84%	94%	100%
Mecklenburg	87%	89%	NA
Neuse	92%	100%	82%
New River	97%	96%	100%
Onslow	90%	94%	NA
OPC	93%	90%	100%
Pathways	96%	87%	NA
Piedmont	NA	85%	86%
Pitt	90%	84%	NA
Riverstone	97%	94%	95%
Roanoke-Chowan	97%	95%	NA
Rockingham	90%	82%	NA
Sandhills	90%	95%	87%
Smoky Mountain	87%	85%	NA
Southeastern Center	93%	98%	89%
Southeastern Regional	86%	93%	91%
Tideland	88%	90%	NA
VGFW	100%	90%	NA
Wake	85%	83%	91%
Western Highlands	97%	92%	98%
Wilson-Greene	97%	97%	89%
<b>Statewide</b>	<b>91%</b>	<b>92%</b>	<b>92%</b>

*NA indicates there were less than ten responses so the data is not shown for the LME.*



# Cultural Sensitivity of Staff for Children

## Summary by Race and Ethnicity

*This table summarizes satisfaction with cultural sensitivity of staff for child consumers by race/ethnicity.*

*Statewide there are only very small differences by race for satisfaction with sensitivity. No individual LME had enough Hispanic clients to show the data. All LMEs had at least three-fourths or more of their child clients by category indicate they were satisfied with the sensitivity of staff.*

Consumers Surveyed October 2003	Cultural Sensitivity of Staff for Children				
	Average Percent of Consumers Indicating Staff Were Culturally Sensitive				
	African American	White	Other (Native American, Asian, and Other)	Race Not Reported	Hispanic/ Latino
Alamance-Caswell	73%	98%	NA	NA	NA
Albemarle	91%	94%	NA	NA	NA
Catawba	92%	84%	NA	NA	NA
Centerpoint	95%	91%	NA	NA	NA
Crossroads	78%	96%	NA	NA	NA
Cumberland	98%	94%	NA	100%	NA
Durham	91%	100%	NA	97%	NA
Eastpointe	92%	91%	88%	NA	NA
Edgecombe-Nash	93%	94%	NA	NA	NA
Foothills	100%	94%	80%	91%	NA
Guilford	88%	88%	NA	NA	NA
Johnston	81%	85%	NA	NA	NA
Lee-Harnett	88%	91%	NA	100%	NA
Mecklenburg	90%	82%	NA	NA	NA
Neuse	100%	96%	100%	82%	NA
New River	NA	97%	NA	100%	NA
Onslow	85%	98%	75%	NA	NA
OPC	93%	89%	NA	100%	NA
Pathways	90%	91%	NA	NA	NA
Piedmont	NA	78%	NA	86%	NA
Pitt	87%	81%	NA	NA	NA
Riverstone	96%	95%	NA	95%	NA
Roanoke-Chowan	96%	95%	NA	NA	NA
Rockingham	100%	79%	NA	NA	NA
Sandhills	95%	93%	89%	87%	NA
Smoky Mountain	NA	84%	NA	NA	NA
Southeastern Center	93%	99%	93%	89%	NA
Southeastern Regional	88%	100%	83%	91%	NA
Tideland	82%	94%	NA	NA	NA
VGFW	95%	92%	NA	NA	NA
Wake	90%	77%	NA	91%	NA
Western Highlands	100%	93%	92%	98%	NA
Wilson-Greene	98%	96%	NA	89%	NA
<b>Statewide</b>	<b>92%</b>	<b>92%</b>	<b>90%</b>	<b>92%</b>	<b>94%</b>

- Hispanic/Latino is a special designation that is made separate from race in the client data. Clients who are marked as such may come from any racial group.

- NA indicates there were less than ten responses so the data is not shown for the LME.

# Cultural Sensitivity of Staff for Children

## Summary by Clients' Disability

*This table summarizes satisfaction with the cultural sensitivity of staff for child consumers by client disability.*

*Statewide most child consumers indicated satisfaction with the sensitivity of staff. In all LMEs two-thirds of more of child consumers in each disability category made positive statements.*

Consumers Surveyed October 2003	Cultural Sensitivity of Staff for Children				
	Average Percent of Consumers Indicating Staff Were Culturally Sensitive				
	Mental Health	Substance Abuse	Developmental Disabilities	Multiple Disabilities	Disability Unknown
Alamance-Caswell	96%	NA	NA	NA	93%
Albemarle	90%	NA	NA	100%	88%
Catawba	94%	NA	NA	91%	70%
Centerpoint	96%	93%	NA	82%	90%
Crossroads	96%	NA	NA	88%	92%
Cumberland	94%	NA	NA	100%	100%
Durham	91%	NA	NA	92%	96%
Eastpointe	89%	89%	NA	100%	95%
Edgecombe-Nash	96%	NA	NA	83%	93%
Foothills	93%	NA	NA	100%	88%
Guilford	89%	NA	NA	84%	100%
Johnston	85%	NA	NA	NA	89%
Lee-Harnett	92%	NA	NA	92%	97%
Mecklenburg	84%	NA	NA	96%	90%
Neuse	98%	NA	100%	94%	95%
New River	94%	NA	NA	100%	98%
Onslow	94%	NA	NA	84%	NA
OPC	91%	NA	NA	86%	97%
Pathways	90%	NA	NA	90%	88%
Piedmont	79%	NA	NA	NA	85%
Pitt	94%	NA	NA	67%	81%
Riverstone	96%	NA	NA	NA	93%
Roanoke-Chowan	97%	NA	NA	94%	NA
Rockingham	89%	NA	NA	79%	87%
Sandhills	93%	NA	85%	98%	91%
Smoky Mountain	84%	NA	NA	89%	89%
Southeastern Center	96%	NA	NA	92%	95%
Southeastern Regional	92%	NA	NA	92%	91%
Tideland	89%	NA	NA	NA	100%
VGFW	90%	NA	NA	NA	100%
Wake	81%	NA	NA	NA	93%
Western Highlands	94%	NA	NA	87%	96%
Wilson-Greene	97%	NA	NA	95%	91%
<b>Statewide</b>	<b>92%</b>	<b>88%</b>	<b>95%</b>	<b>90%</b>	<b>92%</b>

NA indicates there were less than ten responses so the data is not shown for the LME.

# Cultural Sensitivity of Staff for Children

## Summary by Length of Time Since Admission

This table summarizes satisfaction with the cultural sensitivity of staff for child consumers by length of time served.

Statewide there are small differences in satisfaction with staff sensitivity by length of time served with those being served the longest registering the highest. However, there are very few children who have been served for ten years or longer.

Consumers Surveyed October 2003	Cultural Sensitivity of Staff for Children						
	Average Percent of Consumers Indicating Staff Were Culturally Sensitive						
	One Month or Less	One to Six Months	Six to Twelve Months	One to Five Years	Five to Ten Years	More than Ten Years	Unknown Length
Alamance-Caswell	NA	94%	NA	96%	NA	NA	NA
Albemarle	NA	90%	100%	97%	77%	NA	NA
Catawba	NA	81%	75%	90%	NA	NA	NA
Centerpoint	100%	93%	87%	94%	89%	NA	NA
Crossroads	78%	100%	100%	90%	NA	NA	NA
Cumberland	NA	96%	97%	94%	100%	NA	100%
Durham	NA	93%	96%	91%	89%	NA	97%
Eastpointe	100%	96%	94%	87%	88%	NA	NA
Edgecombe-Nash	NA	100%	100%	92%	91%	NA	NA
Foothills	NA	97%	95%	93%	83%	NA	91%
Guilford	NA	83%	100%	86%	94%	NA	NA
Johnston	NA	90%	100%	60%	NA	NA	NA
Lee-Harnett	100%	88%	100%	91%	83%	NA	100%
Mecklenburg	NA	86%	87%	88%	100%	NA	NA
Neuse	NA	100%	100%	92%	100%	NA	82%
New River	NA	100%	95%	97%	NA	NA	100%
Onslow	NA	NA	92%	95%	86%	NA	NA
OPC	83%	97%	90%	95%	67%	NA	100%
Pathways	100%	86%	87%	94%	82%	NA	NA
Piedmont	NA	NA	NA	80%	NA	NA	86%
Pitt	67%	76%	75%	90%	90%	NA	NA
Riverstone	100%	NA	82%	95%	100%	NA	95%
Roanoke-Chowan	NA	95%	93%	95%	100%	NA	NA
Rockingham	NA	86%	100%	91%	NA	NA	NA
Sandhills	93%	99%	94%	93%	86%	NA	87%
Smoky Mountain	NA	100%	100%	81%	70%	NA	NA
Southeastern Center	100%	94%	100%	93%	100%	NA	89%
Southeastern Regional	NA	82%	100%	89%	100%	NA	91%
Tideland	NA	NA	NA	88%	NA	NA	NA
VGFW	NA	NA	NA	94%	NA	NA	NA
Wake	NA	NA	NA	92%	NA	NA	91%
Western Highlands	100%	89%	96%	95%	90%	NA	98%
Wilson-Greene	NA	NA	100%	99%	95%	NA	89%
<b>Statewide</b>	<b>94%</b>	<b>92%</b>	<b>93%</b>	<b>92%</b>	<b>91%</b>	<b>98%</b>	<b>92%</b>

NA indicates there were less than ten responses so the data is not shown for the LME.

# Appropriateness of Services for Children

## Summary by Detailed Question

This table summarizes child consumer satisfaction with the appropriateness of services by detailed question by LME.

Statewide, child consumers were most likely to agree with the statements "The people helping me stuck with me no matter what" and "Overall, I am satisfied with the services I received". No LME had less than 61% of the child consumers surveyed agree with any particular statement.

Consumers Surveyed October 2003	Appropriateness of Services for Children						
	Percent of Consumers Agreeing with Statement						Appropriateness of Services Domain
	Overall, I am satisfied with the services I received	The people helping me stuck with me no matter what	I felt I had someone to talk to when I was troubled	I got the help I wanted	I received services that were right for me	I got as much help as I needed	
Alamance-Caswell	88%	87%	81%	79%	78%	74%	80%
Albemarle	89%	81%	91%	82%	87%	76%	81%
Catawba	78%	85%	77%	73%	79%	80%	82%
Centerpoint	83%	87%	80%	84%	78%	79%	87%
Crossroads	90%	81%	84%	78%	93%	73%	88%
Cumberland	98%	89%	92%	88%	83%	88%	91%
Durham	93%	90%	87%	83%	88%	83%	88%
Eastpointe	92%	89%	85%	82%	89%	78%	83%
Edgecombe-Nash	87%	83%	84%	86%	90%	82%	86%
Foothills	95%	91%	90%	89%	88%	87%	87%
Guilford	86%	82%	65%	74%	75%	71%	72%
Johnston	74%	71%	77%	72%	78%	61%	72%
Lee-Harnett	90%	79%	82%	79%	82%	77%	86%
Mecklenburg	83%	87%	84%	76%	80%	78%	81%
Neuse	94%	92%	85%	84%	84%	82%	88%
New River	89%	91%	86%	87%	90%	82%	87%
Onslow	92%	86%	88%	85%	96%	83%	90%
OPC	87%	85%	83%	79%	79%	85%	84%
Pathways	85%	84%	83%	75%	82%	71%	78%
Piedmont	71%	78%	70%	64%	70%	69%	68%
Pitt	81%	78%	75%	75%	78%	75%	79%
Riverstone	92%	90%	85%	89%	90%	86%	89%
Roanoke-Chowan	90%	88%	89%	84%	89%	82%	89%
Rockingham	84%	84%	79%	71%	77%	81%	81%
Sandhills	86%	86%	85%	80%	82%	78%	82%
Smoky Mountain	83%	78%	76%	86%	86%	75%	84%
Southeastern Center	92%	92%	91%	86%	91%	84%	91%
Southeastern Regional	88%	83%	81%	80%	89%	77%	82%
Tideland	81%	67%	77%	68%	73%	73%	75%
VGFW	83%	94%	92%	78%	83%	83%	81%
Wake	83%	88%	77%	63%	69%	64%	71%
Western Highlands	92%	87%	85%	85%	90%	83%	87%
Wilson-Greene	93%	89%	84%	85%	90%	85%	88%
<b>Statewide</b>	<b>88%</b>	<b>86%</b>	<b>83%</b>	<b>81%</b>	<b>84%</b>	<b>79%</b>	<b>84%</b>

The Domain average may be outside the range of individual questions as it weighs the intensity of each question on the full 5-point scale before calculating the domain percentage.

# Appropriateness of Services for Children

## Summary by Age

*This table summarizes consumer satisfaction with the appropriateness of services for child consumers by LME.*

*As with other domains, teens are somewhat less likely to indicate satisfaction with the appropriateness of services but in every LME at least half of teens were still positive and at least three-fourths of the parents of young child consumers were also positive in very LME.*

Consumers Surveyed October 2003	Appropriateness of Services for Children		
	Average Percent of Consumers Indicating Services Were Appropriate		
	YoungChild (Age 0-11)	Teen (Age 12-17)	Unknown Age Child
Alamance-Caswell	89%	74%	NA
Albemarle	82%	83%	NA
Catawba	92%	78%	NA
Centerpoint	87%	87%	NA
Crossroads	87%	89%	NA
Cumberland	90%	91%	100%
Durham	97%	84%	97%
Eastpointe	91%	79%	NA
Edgecombe-Nash	96%	78%	NA
Foothills	87%	87%	91%
Guilford	80%	68%	NA
Johnston	83%	63%	NA
Lee-Harnett	100%	80%	82%
Mecklenburg	94%	78%	NA
Neuse	95%	81%	85%
New River	89%	82%	88%
Onslow	91%	89%	NA
OPC	87%	80%	100%
Pathways	81%	76%	NA
Piedmont	NA	55%	72%
Pitt	81%	78%	NA
Riverstone	88%	89%	92%
Roanoke-Chowan	92%	85%	NA
Rockingham	90%	78%	NA
Sandhills	85%	79%	85%
Smoky Mountain	78%	84%	NA
Southeastern Center	95%	88%	94%
Southeastern Regional	76%	83%	85%
Tideland	83%	64%	NA
VGFW	92%	73%	NA
Wake	NA	71%	64%
Western Highlands	91%	73%	95%
Wilson-Greene	86%	85%	100%
<b>Statewide</b>	<b>88%</b>	<b>80%</b>	<b>87%</b>

*NA indicates there were less than ten responses so the data is not shown for the LME.*

# Appropriateness of Services for Children

## Summary by Gender

*This table summarizes satisfaction with the appropriateness of services for child consumers by gender and LME.*

*Statewide there was little difference between female and male child consumer clients in their satisfaction with the appropriateness of services provided. In every LME at least half of both genders made positive statements.*

Consumers Surveyed October 2003	Appropriateness of Services for Children		
	Average Percent of Consumers Indicating Services Were Appropriate		
	Female	Male	Gender Unknown
Alamance-Caswell	82%	80%	NA
Albemarle	80%	83%	NA
Catawba	76%	85%	NA
Centerpoint	92%	85%	NA
Crossroads	100%	79%	NA
Cumberland	95%	87%	100%
Durham	93%	82%	97%
Eastpointe	73%	87%	NA
Edgecombe-Nash	79%	89%	NA
Foothills	80%	89%	91%
Guilford	50%	77%	NA
Johnston	75%	71%	NA
Lee-Harnett	74%	92%	82%
Mecklenburg	82%	80%	NA
Neuse	88%	88%	85%
New River	81%	90%	88%
Onslow	85%	93%	NA
OPC	86%	80%	100%
Pathways	75%	80%	NA
Piedmont	NA	58%	72%
Pitt	84%	77%	NA
Riverstone	83%	91%	92%
Roanoke-Chowan	87%	89%	NA
Rockingham	85%	77%	NA
Sandhills	81%	82%	85%
Smoky Mountain	88%	79%	NA
Southeastern Center	83%	96%	94%
Southeastern Regional	79%	82%	85%
Tideland	70%	73%	NA
VGFW	83%	78%	NA
Wake	77%	73%	64%
Western Highlands	76%	91%	95%
Wilson-Greene	88%	85%	100%
<b>Statewide</b>	<b>82%</b>	<b>84%</b>	<b>87%</b>

*NA indicates there were less than ten responses so the data is not shown for the LME.*

# Appropriateness of Services for Children

## Summary by Race and Ethnicity

*This table summarizes satisfaction with the appropriateness of services for children by race/ethnicity.*

*Statewide Hispanic children were slightly more likely to indicate satisfaction with the appropriateness of services but all groups were over 80%. No individual LME had enough Hispanic clients to show the data. All LMEs had at least half or more of their child clients indicate they were satisfied with the appropriateness of services for each category.*

Consumers Surveyed October 2003	Appropriateness of Services for Children				
	Average Percent of Consumers Indicating Services Were Appropriate				
	African American	White	Other (Native American, Asian, and Other)	Race Not Reported	Hispanic/ Latino
Alamance-Caswell	100%	77%	NA	NA	NA
Albemarle	89%	73%	NA	NA	NA
Catawba	75%	85%	NA	NA	NA
Centerpoint	85%	87%	NA	NA	NA
Crossroads	100%	84%	NA	NA	NA
Cumberland	85%	96%	NA	100%	NA
Durham	86%	90%	NA	97%	NA
Eastpointe	84%	83%	71%	NA	NA
Edgecombe-Nash	87%	81%	NA	NA	NA
Foothills	93%	86%	90%	91%	NA
Guilford	67%	84%	NA	NA	NA
Johnston	73%	71%	NA	NA	NA
Lee-Harnett	93%	84%	NA	82%	NA
Mecklenburg	79%	83%	NA	NA	NA
Neuse	100%	83%	100%	85%	NA
New River	NA	87%	NA	88%	NA
Onslow	86%	91%	90%	NA	NA
OPC	81%	82%	NA	100%	NA
Pathways	83%	78%	NA	NA	NA
Piedmont	NA	59%	NA	72%	NA
Pitt	83%	69%	NA	NA	NA
Riverstone	92%	85%	NA	92%	NA
Roanoke-Chowan	90%	85%	NA	NA	NA
Rockingham	87%	76%	NA	NA	NA
Sandhills	84%	81%	71%	85%	NA
Smoky Mountain	NA	80%	NA	NA	NA
Southeastern Center	91%	92%	86%	94%	NA
Southeastern Regional	77%	85%	81%	85%	NA
Tideland	50%	94%	NA	NA	NA
VGFW	80%	79%	NA	NA	NA
Wake	90%	58%	NA	64%	NA
Western Highlands	89%	83%	92%	95%	NA
Wilson-Greene	81%	94%	NA	100%	NA
<b>Statewide</b>	<b>83%</b>	<b>83%</b>	<b>85%</b>	<b>87%</b>	<b>91%</b>

- Hispanic/Latino is a special designation that is made separate from race in the client data. Clients who are marked as such may come from any racial group.

- NA indicates there were less than ten responses so the data is not shown for the LME.

# Appropriateness of Services for Children

## Summary by Clients' Disability

*This table summarizes satisfaction with the appropriateness of services by client disability for child consumers.*

*Statewide child consumers with just a disability of substance abuse were somewhat less likely to have indicated satisfaction with the appropriateness of services while child consumers with just developmental disabilities were higher than average. However, most LMEs had few or no children that were surveyed in these categories. Most clients surveyed with these disabilities also had other disabilities and therefore show up in the multiple disabilities category.*

Consumers Surveyed October 2003	Appropriateness of Services for Children				
	Average Percent of Consumers Indicating Services Were Appropriate				
	Mental Health	Substance Abuse	Developmental Disabilities	Multiple Disabilities	Disability Unknown
Alamance-Caswell	82%	NA	NA	NA	73%
Albemarle	80%	NA	NA	100%	76%
Catawba	82%	NA	NA	82%	83%
Centerpoint	88%	93%	NA	84%	80%
Crossroads	89%	NA	NA	75%	92%
Cumberland	91%	NA	NA	82%	94%
Durham	85%	NA	NA	84%	96%
Eastpointe	80%	100%	NA	86%	83%
Edgecombe-Nash	93%	NA	NA	83%	79%
Foothills	88%	NA	NA	93%	76%
Guilford	74%	NA	NA	70%	68%
Johnston	71%	NA	NA	NA	63%
Lee-Harnett	89%	NA	NA	100%	79%
Mecklenburg	80%	NA	NA	84%	71%
Neuse	91%	NA	100%	76%	88%
New River	89%	NA	NA	100%	82%
Onslow	92%	NA	NA	81%	NA
OPC	85%	NA	NA	76%	86%
Pathways	81%	NA	NA	58%	71%
Piedmont	71%	NA	NA	NA	69%
Pitt	85%	NA	NA	68%	67%
Riverstone	94%	NA	NA	NA	84%
Roanoke-Chowan	92%	NA	NA	83%	NA
Rockingham	68%	NA	NA	89%	81%
Sandhills	80%	NA	85%	88%	84%
Smoky Mountain	78%	NA	NA	90%	90%
Southeastern Center	89%	NA	NA	92%	96%
Southeastern Regional	82%	NA	NA	89%	78%
Tideland	69%	NA	NA	NA	80%
VGFW	82%	NA	NA	NA	77%
Wake	80%	NA	NA	NA	64%
Western Highlands	79%	NA	NA	71%	94%
Wilson-Greene	84%	NA	NA	90%	100%
<b>Statewide</b>	<b>84%</b>	<b>78%</b>	<b>94%</b>	<b>83%</b>	<b>84%</b>

*NA indicates there were less than ten responses so the data is not shown for the LME.*



# Appropriateness of Services for Children

## Summary by Length of Time Since Admission

This table summarizes the satisfaction with the appropriateness of services for child consumers by the length of time since the client was admitted.

Statewide the differences in satisfaction with the appropriateness of services do not suggest a clear pattern when related to length of time served. Clients who have been served the longest are the highest but few child clients have been served for ten years or more.

Consumers Surveyed October 2003	Appropriateness of Services for Children						
	Average Percent of Consumers Indicating Services Were Appropriate						
	One Month or Less	One to Six Months	Six to Twelve Months	One to Five Years	Five to Ten Years	More than Ten Years	Unknown Length
Alamance-Caswell	NA	85%	NA	77%	NA	NA	NA
Albemarle	NA	80%	83%	86%	79%	NA	NA
Catawba	NA	87%	83%	87%	NA	NA	NA
Centerpoint	91%	97%	93%	76%	84%	NA	NA
Crossroads	75%	100%	100%	86%	NA	NA	NA
Cumberland	NA	89%	93%	91%	93%	NA	100%
Durham	NA	77%	92%	87%	85%	NA	97%
Eastpointe	83%	97%	78%	81%	71%	NA	NA
Edgecombe-Nash	NA	88%	100%	89%	82%	NA	NA
Foothills	NA	83%	91%	90%	79%	NA	91%
Guilford	NA	68%	69%	76%	63%	NA	NA
Johnston	NA	70%	100%	47%	NA	NA	NA
Lee-Harnett	83%	100%	86%	82%	80%	NA	82%
Mecklenburg	NA	76%	82%	81%	82%	NA	NA
Neuse	NA	90%	88%	86%	94%	NA	85%
New River	NA	92%	88%	85%	NA	NA	88%
Onslow	NA	NA	92%	87%	93%	NA	NA
OPC	67%	91%	83%	86%	60%	NA	100%
Pathways	100%	68%	72%	82%	83%	NA	NA
Piedmont	NA	NA	NA	70%	NA	NA	72%
Pitt	44%	82%	71%	82%	83%	NA	NA
Riverstone	80%	NA	91%	89%	96%	NA	92%
Roanoke-Chowan	NA	89%	100%	86%	91%	NA	NA
Rockingham	NA	80%	80%	83%	NA	NA	NA
Sandhills	95%	83%	84%	82%	72%	NA	85%
Smoky Mountain	NA	81%	90%	84%	70%	NA	NA
Southeastern Center	92%	89%	85%	93%	96%	NA	94%
Southeastern Regional	NA	70%	80%	84%	92%	NA	85%
Tideland	NA	NA	NA	83%	NA	NA	NA
VGFW	NA	NA	NA	94%	NA	NA	NA
Wake	NA	NA	NA	75%	NA	NA	64%
Western Highlands	91%	93%	91%	77%	75%	NA	95%
Wilson-Greene	NA	NA	73%	87%	87%	NA	100%
<b>Statewide</b>	<b>78%</b>	<b>84%</b>	<b>85%</b>	<b>83%</b>	<b>81%</b>	<b>95%</b>	<b>87%</b>

NA indicates there were less than ten responses so the data is not shown for the LME.

# Self-Assessed Outcomes for Children

## Summary by Detailed Question

This table summarizes for child consumers their satisfaction with outcomes or their progress by LME.

Roughly five to eight clients out of ten agreed with these positive statements about making progress across the LMEs. Children or their parents were most likely to agree with the statement "I am better at handling daily life".

Consumers Surveyed October 2003	Self-Assessed Outcomes for Children						
	Percent of Consumers Agreeing with Statement						
	I am better at handling daily life	I am better able to cope when things go wrong	I get along better with family members	I am satisfied with my family life right now	I get along better with friends and other people	I am doing better in school and/or work	Self-Assessed Outcomes Domain
Alamance-Caswell	61%	56%	58%	56%	71%	68%	54%
Albemarle	76%	63%	68%	70%	71%	79%	73%
Catawba	79%	66%	68%	63%	79%	67%	70%
Centerpoint	71%	50%	68%	62%	66%	71%	61%
Crossroads	77%	65%	76%	79%	77%	79%	74%
Cumberland	81%	67%	78%	72%	81%	76%	79%
Durham	68%	66%	74%	62%	70%	72%	66%
Eastpointe	71%	61%	75%	68%	70%	62%	62%
Edgecombe-Nash	70%	67%	71%	64%	73%	72%	73%
Foothills	82%	73%	77%	69%	81%	77%	76%
Guilford	68%	55%	63%	69%	64%	62%	59%
Johnston	63%	51%	54%	53%	63%	63%	47%
Lee-Harnett	75%	56%	65%	60%	66%	64%	60%
Mecklenburg	80%	71%	74%	68%	79%	75%	73%
Neuse	73%	60%	73%	70%	66%	72%	69%
New River	81%	68%	86%	69%	78%	74%	73%
Onslow	73%	72%	68%	67%	76%	75%	69%
OPC	64%	63%	70%	59%	72%	71%	65%
Pathways	58%	56%	62%	65%	65%	62%	59%
Piedmont	59%	49%	63%	62%	65%	57%	57%
Pitt	76%	61%	76%	70%	67%	67%	66%
Riverstone	72%	67%	74%	76%	75%	70%	72%
Roanoke-Chowan	76%	59%	71%	75%	74%	70%	69%
Rockingham	75%	66%	60%	47%	77%	75%	65%
Sandhills	77%	66%	76%	73%	75%	74%	71%
Smoky Mountain	74%	66%	71%	69%	79%	75%	71%
Southeastern Center	77%	67%	75%	68%	76%	75%	70%
Southeastern Regional	77%	67%	74%	77%	76%	67%	68%
Tideland	71%	64%	59%	61%	69%	76%	60%
VGFW	74%	74%	69%	66%	83%	76%	69%
Wake	75%	74%	63%	58%	74%	59%	63%
Western Highlands	81%	67%	78%	63%	73%	70%	72%
Wilson-Greene	79%	66%	74%	73%	71%	70%	67%
<b>Statewide</b>	<b>74%</b>	<b>64%</b>	<b>72%</b>	<b>68%</b>	<b>73%</b>	<b>71%</b>	<b>68%</b>

The Domain average may be outside the range of individual questions as it weighs the intensity of each question on the full 5-point scale before calculating the domain percentage.

# Self-Assessed Outcomes for Children

## Summary by Age

*This table summarizes consumer satisfaction with outcomes or the progress they are making for children by LME.*

*Statewide teens are somewhat less likely to indicate satisfaction with their outcomes but more than three-quarters were still positive. In every LME at least half of teens indicated they were making progress and at least three-fourths of the parents of young children also indicated they were doing better.*

Consumers Surveyed October 2003	Self-Assessed Outcomes for Children		
	Average Percent of Consumers Indicating They Were Doing Better		
	Child (Age 0-11)	Teen (Age 12-17)	Unknown Age Child
Alamance-Caswell	89%	74%	NA
Albemarle	82%	83%	NA
Catawba	92%	78%	NA
Centerpoint	87%	87%	NA
Crossroads	87%	89%	NA
Cumberland	90%	91%	100%
Durham	97%	84%	97%
Eastpointe	91%	79%	NA
Edgecombe-Nash	96%	78%	NA
Foothills	87%	87%	91%
Guilford	80%	68%	NA
Johnston	83%	63%	NA
Lee-Harnett	100%	80%	82%
Mecklenburg	94%	78%	NA
Neuse	95%	81%	85%
New River	89%	82%	88%
Onslow	91%	89%	NA
OPC	87%	80%	100%
Pathways	81%	76%	NA
Piedmont	NA	55%	72%
Pitt	81%	78%	NA
Riverstone	88%	89%	92%
Roanoke-Chowan	92%	85%	NA
Rockingham	90%	78%	NA
Sandhills	85%	79%	85%
Smoky Mountain	78%	84%	NA
Southeastern Center	95%	88%	94%
Southeastern Regional	76%	83%	85%
Tideland	83%	64%	NA
VGFW	92%	73%	NA
Wake	NA	71%	64%
Western Highlands	91%	73%	95%
Wilson-Greene	86%	85%	100%
<b>Statewide</b>	<b>88%</b>	<b>80%</b>	<b>87%</b>

*NA indicates there were less than ten responses so the data is not shown for the LME.*

# Self-Assessed Outcomes for Children

## Summary by Gender

*This table summarizes consumer satisfaction with their outcomes or progress by gender for children by LME.*

*Statewide, male children were somewhat more likely to indicate they were doing better than females but in both cases roughly two out of every three child consumers indicates progress.*

Consumers Surveyed October 2003	Self-Assessed Outcomes for Children		
	Average Percent of Consumers Indicating They Were Doing Better		
	Female	Male	Gender Unknown
Alamance-Caswell	52%	59%	NA
Albemarle	58%	78%	NA
Catawba	68%	71%	NA
Centerpoint	58%	62%	NA
Crossroads	76%	75%	NA
Cumberland	74%	83%	78%
Durham	68%	63%	73%
Eastpointe	57%	64%	NA
Edgecombe-Nash	79%	71%	NA
Foothills	76%	75%	82%
Guilford	61%	59%	NA
Johnston	46%	49%	NA
Lee-Harnett	45%	61%	75%
Mecklenburg	60%	77%	NA
Neuse	68%	69%	67%
New River	72%	75%	67%
Onslow	78%	64%	NA
OPC	56%	69%	82%
Pathways	56%	61%	NA
Piedmont	NA	55%	55%
Pitt	63%	67%	NA
Riverstone	73%	69%	78%
Roanoke-Chowan	60%	72%	NA
Rockingham	75%	57%	NA
Sandhills	72%	72%	65%
Smoky Mountain	71%	70%	NA
Southeastern Center	64%	73%	79%
Southeastern Regional	61%	73%	63%
Tideland	67%	55%	NA
VGFW	55%	79%	NA
Wake	46%	82%	64%
Western Highlands	60%	75%	80%
Wilson-Greene	62%	69%	66%
<b>Statewide</b>	<b>65%</b>	<b>69%</b>	<b>68%</b>

*NA indicates there were less than ten responses so the data is not shown for the LME.*

# Self-Assessed Outcomes for Children

## Summary by Race and Ethnicity

*This table summarizes satisfaction with consumer outcomes or progress for children by race/ethnicity.*

*Statewide two-thirds of child consumers or their parents indicated they were doing better. Hispanic children are somewhat higher. No individual LME had enough Hispanic clients to show the data.*

Consumers Surveyed October 2003	Self-Assessed Outcomes for Children				
	Average Percent of Consumers Indicating They Were Doing Better				
	African American	White	Other (Native American, Asian, and Other)	Race Not Reported	Hispanic/ Latino
Alamance-Caswell	73%	55%	NA	NA	NA
Albemarle	85%	60%	NA	NA	NA
Catawba	67%	71%	NA	NA	NA
Centerpoint	54%	66%	NA	NA	NA
Crossroads	80%	73%	NA	NA	NA
Cumberland	81%	79%	NA	78%	NA
Durham	65%	61%	NA	74%	NA
Eastpointe	62%	63%	57%	NA	NA
Edgecombe-Nash	77%	69%	NA	NA	NA
Foothills	79%	73%	90%	82%	NA
Guilford	56%	67%	NA	NA	NA
Johnston	40%	49%	NA	NA	NA
Lee-Harnett	67%	53%	NA	75%	NA
Mecklenburg	73%	70%	NA	NA	NA
Neuse	82%	65%	71%	67%	NA
New River	NA	76%	NA	67%	NA
Onslow	67%	71%	56%	NA	NA
OPC	64%	64%	NA	82%	NA
Pathways	50%	62%	NA	NA	NA
Piedmont	NA	61%	NA	55%	NA
Pitt	71%	58%	NA	NA	NA
Riverstone	68%	77%	NA	78%	NA
Roanoke-Chowan	65%	77%	NA	NA	NA
Rockingham	53%	66%	NA	NA	NA
Sandhills	80%	66%	63%	65%	NA
Smoky Mountain	NA	71%	NA	NA	NA
Southeastern Center	66%	75%	50%	79%	NA
Southeastern Regional	64%	67%	84%	63%	NA
Tideland	42%	69%	NA	NA	NA
VGFW	71%	69%	NA	NA	NA
Wake	80%	42%	NA	64%	NA
Western Highlands	78%	68%	67%	80%	NA
Wilson-Greene	68%	65%	NA	66%	NA
<b>Statewide</b>	<b>69%</b>	<b>67%</b>	<b>66%</b>	<b>68%</b>	<b>72%</b>

- Hispanic/Latino is a special designation that is made separate from race in the client data. Clients who are marked as such may come from any racial group.

- NA indicates there were less than ten responses so the data is not shown for the LME.

# Self-Assessed Outcomes for Children

## Summary by Clients' Disability

*This table summarizes satisfaction with outcomes or progress by child consumers by client disability.*

*Statewide child consumers with just a disability of substance abuse were somewhat less likely to have indicated satisfaction with outcomes while child consumers with just developmental disabilities were higher than average. However, most LMEs had few or no children that were surveyed in these categories. Most clients surveyed with these disabilities also had other disabilities and therefore show up in the multiple disabilities category. In most programs half or more of the child clients indicated they were doing better.*

Consumers Surveyed October 2003	Self-Assessed Outcomes for Children				
	Average Percent of Consumers Indicating They Were Doing Better				
	Mental Health	Substance Abuse	Developmental Disabilities	Multiple Disabilities	Disability Unknown
Alamance-Caswell	58%	NA	NA	NA	43%
Albemarle	80%	NA	NA	73%	60%
Catawba	70%	NA	NA	82%	66%
Centerpoint	59%	71%	NA	53%	80%
Crossroads	73%	NA	NA	88%	71%
Cumberland	76%	NA	NA	82%	85%
Durham	56%	NA	NA	79%	81%
Eastpointe	58%	78%	NA	70%	64%
Edgecombe-Nash	72%	NA	NA	86%	69%
Foothills	76%	NA	NA	79%	71%
Guilford	63%	NA	NA	58%	52%
Johnston	45%	NA	NA	NA	33%
Lee-Harnett	50%	NA	NA	92%	61%
Mecklenburg	72%	NA	NA	81%	64%
Neuse	71%	NA	83%	59%	68%
New River	63%	NA	NA	100%	76%
Onslow	69%	NA	NA	60%	NA
OPC	58%	NA	NA	71%	74%
Pathways	57%	NA	NA	75%	52%
Piedmont	71%	NA	NA	NA	55%
Pitt	71%	NA	NA	68%	55%
Riverstone	71%	NA	NA	NA	71%
Roanoke-Chowan	73%	NA	NA	53%	NA
Rockingham	63%	NA	NA	63%	63%
Sandhills	70%	NA	82%	79%	70%
Smoky Mountain	69%	NA	NA	90%	69%
Southeastern Center	66%	NA	NA	76%	76%
Southeastern Regional	68%	NA	NA	74%	65%
Tideland	52%	NA	NA	NA	62%
VGFW	71%	NA	NA	NA	64%
Wake	55%	NA	NA	NA	71%
Western Highlands	61%	NA	NA	63%	83%
Wilson-Greene	64%	NA	NA	76%	66%
<b>Statewide</b>	<b>66%</b>	<b>62%</b>	<b>79%</b>	<b>73%</b>	<b>69%</b>

*NA indicates there were less than ten responses so the data is not shown for the LME.*

# Self-Assessed Outcomes for Children

## Summary by Length of Time Since Admission

*This table summarizes satisfaction with outcomes or progress for child consumers by the length of time since their admission.*

*Statewide, there is a small increase in satisfaction with outcomes for child clients after service for at least six months, but the percent reporting they are doing better levels off at that time.*

Consumers Surveyed October 2003	Self-Assessed Outcomes for Children						
	Average Percent of Consumers Indicating They Were Doing Better						
	One Month or Less	One to Six Months	Six to Twelve Months	One to Five Years	Five to Ten Years	More than Ten Years	Unknown Length
Alamance-Caswell	NA	57%	NA	58%	NA	NA	NA
Albemarle	NA	40%	92%	78%	73%	NA	NA
Catawba	NA	66%	62%	81%	NA	NA	NA
Centerpoint	64%	54%	80%	52%	74%	NA	NA
Crossroads	63%	65%	100%	86%	NA	NA	NA
Cumberland	NA	68%	83%	85%	93%	NA	78%
Durham	NA	65%	69%	60%	78%	NA	73%
Eastpointe	55%	68%	75%	53%	76%	NA	NA
Edgecombe-Nash	NA	63%	75%	78%	83%	NA	NA
Foothills	NA	71%	82%	79%	68%	NA	82%
Guilford	NA	68%	47%	61%	53%	NA	NA
Johnston	NA	52%	10%	47%	NA	NA	NA
Lee-Harnett	17%	69%	63%	55%	67%	NA	75%
Mecklenburg	NA	62%	73%	73%	91%	NA	NA
Neuse	NA	47%	75%	70%	87%	NA	67%
New River	NA	81%	72%	73%	NA	NA	67%
Onslow	NA	NA	69%	70%	85%	NA	NA
OPC	36%	74%	61%	64%	60%	NA	82%
Pathways	50%	65%	39%	65%	50%	NA	NA
Piedmont	NA	NA	NA	60%	NA	NA	55%
Pitt	56%	59%	65%	68%	66%	NA	NA
Riverstone	55%	NA	73%	74%	68%	NA	78%
Roanoke-Chowan	NA	50%	73%	79%	64%	NA	NA
Rockingham	NA	73%	60%	57%	NA	NA	NA
Sandhills	60%	65%	78%	75%	64%	NA	65%
Smoky Mountain	NA	56%	80%	72%	82%	NA	NA
Southeastern Center	58%	66%	67%	72%	78%	NA	79%
Southeastern Regional	NA	57%	83%	72%	73%	NA	63%
Tideland	NA	NA	NA	71%	NA	NA	NA
VGFW	NA	NA	NA	89%	NA	NA	NA
Wake	NA	NA	NA	42%	NA	NA	64%
Western Highlands	83%	75%	75%	65%	42%	NA	80%
Wilson-Greene	NA	NA	64%	62%	73%	NA	66%
<b>Statewide</b>	<b>54%</b>	<b>64%</b>	<b>70%</b>	<b>69%</b>	<b>71%</b>	<b>70%</b>	<b>68%</b>

*NA indicates there were less than ten responses so the data is not shown for the LME.*

# Technical Notes

## **BACKGROUND**

The Division has been conducting consumer satisfaction surveys since the fall of 1995. After research and comparison with surveys used in other states, the decision was made in 1998 to adopt the nationally recognized consumer survey developed for the Mental Health Consumer Oriented Report Card. This survey was developed by the Center for Mental Health Services (CMHS) in collaboration with representatives of the consumer community and the Mental Health Statistics Improvement Program (MHSIP). Beginning in 2003, a change was made to use the most commonly used versions of the MHSIP surveys for adults and children. For more information about the national consumer satisfaction survey, research on it, and related issues, one may go to MHSIP's web site at [www.mhsip.org](http://www.mhsip.org).

## **SURVEY INSTRUMENT**

The MHSIP consumer satisfaction survey has been developed over time, tested, and found to be statistically reliable and valid. Starting with the 2003 survey, the North Carolina Division of Mental Health, Developmental Disabilities, and Substance Abuse Services has now adopted the twenty-eight item adult version of the survey for adults and the twenty-one item youth version for children. The youth version of the survey has one type designed for teens and a second type for young children (under 12) where it is expected parents will fill out the survey but the questions are essentially the same. The survey is available in both English and Spanish. A two page copy of the adult version of the survey is included after these notes and a copy of the youth version for teens follows that.

## **ADMINISTRATION OF THE SURVEY**

The survey was conducted across the state during the later part of October 2003. All clients who received a service during the week of the survey period were offered the opportunity to complete a survey. This approach is called point prevalence sampling. The advantages of the point prevalence technique for sampling is that it gives a good case mix (new admissions, long term clients, clients in a variety of services) and it limits the surveying to a single week, simplifying the process of administering the survey by local programs. However, to make sure an adequate sample size is collected, local programs are allowed to extend the survey collection period until a sufficient number of surveys is collected.

A total of 8,457 usable adult surveys and 4,736 usable youth surveys were returned from local programs. The tables on the following pages provide a breakdown by local management entity (LME) of the number of completed usable surveys returned to the Division. Surveys which could not be read by the scanners or did not include any actual responses were not counted.

## **CALCULATIONS**

For each statement in the survey, respondents have five choices including "strongly agree", "agree", "neutral", "disagree", and "strongly disagree" as well as indicating whether the question is not applicable. Responses of not applicable were treated as blanks for this analysis. For this report, the survey results have been simplified to only look at the percent of clients who either strongly agreed or agreed out of the total who responded to each statement. All of the statements are phrased positively so that the resulting numbers measure the percent of people expressing positive agreement or "satisfaction" with each statement.

The adult twenty-eight questions are grouped into five domains: Overall Satisfaction, Access to Services, Participation in Treatment, Appropriateness of Services, and Self Assessment of Outcomes. The groups were created based on a combination of logic and exploratory factor analytic procedures. The youth twenty-one questions are grouped into five domains: Access to Services, Participation in Treatment, Cultural Sensitivity of Staff, Appropriateness of Services, and Self Assessment of Outcomes. Domain percentage are first calculated by excluding respondents with more than 1/3 of the items in that domain missing, calculating the average response for the statements in that domain weighing them by the strength of the agreement/disagreement, and then counting those as positive or satisfied where the average score was above neutral.

Percent scores for statewide numbers weigh each individual respondent equally so that larger area programs effectively have a greater influence on statewide averages due to their greater number of clients surveyed.

In this report for those consumers whose survey could not be matched against demographic data in the Division's Client Data Warehouse, their age, gender, race and ethnicity, disability, and admission date (to calculate length of time at area program) are noted as 'unknown'. Due to insufficient number of responses for some racial groups, Native Americans, Asians and Other are combined together as one group. Hispanic is a designation separate from race.





34829

1



# North Carolina Consumer Satisfaction Survey (Adult)

Please mark the response that best represents your opinion about the following issues and statements. If the question does not apply to you mark Not Applicable. (N/A)

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	N/A
1. I like the services that I received here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. If I had other choices, I would still get services from this agency.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I would recommend this agency to a friend or family member.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The location of services was convenient (parking, public transportation, distance, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Staff were willing to see me as often as I felt it was necessary.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Staff returned my call in 24 hours.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Services were available at times that were good for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I was able to get all the services I thought I needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Staff here believe that I can grow, change and recover.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I felt free to complain.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Staff told me what side effects to watch out for.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Staff respected my wishes about who is, and who is not, to be given information about my treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Staff were sensitive to my cultural background (race, religion, language, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. I deal more effectively with daily problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. I am better able to control my life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. I am better able to deal with crisis.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. I am getting along better with my family.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. I do better in social situations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. I do better in school and/or work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. My symptoms are not bothering me as much.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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RECORD ON BOTH PAGES

Confidentiality of SA and MH Client-identifying information is protected under Federal regulations and HIPAA.



35661

2

## North Carolina Consumer Satisfaction Survey (Adult)

Please mark the response that best represents your opinion about the following issues and statements. If the question does not apply to you mark Not Applicable. (N/A)

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	N/A
22. I was able to see a psychiatrist when I wanted to.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 9
23. I felt comfortable asking questions about my treatment and medication.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 9
24. I was given information about my rights.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 9
25. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 9
26. Staff encouraged me to take responsibility for how I live my life.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 9
27. I, not staff, decided my treatment goals.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 9
28. My housing situation has improved.	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 9

29. Date of Service received during survey week.

M	M			/	D	D			/	C	C	Y	Y
<input type="text"/>	<input type="text"/>			/	<input type="text"/>	<input type="text"/>			/	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Please use the space below to write any other comments or suggestions you have. PLEASE PRINT


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46247



# North Carolina Youth Services Survey(YSS)

Please mark the response that best represents your opinion about the following issues and statements. If the question does not apply to you mark Not Applicable. (N/A)

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	N/A
1. Overall, I am satisfied with the services I received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I helped to choose my services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I helped to choose my treatment goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The people helping me stuck with me no matter what.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I felt I had someone to talk to when I was troubled.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I participated in my own treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I received services that were right for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The location of services was convenient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Services was available at times that were convenient for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I got the help I wanted.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. I got as much help as I needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Staff treated me with respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Staff respected my family's religious/spiritual beliefs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Staff spoke with me in a way that I understood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Staff were sensitive to my cultural/ethnic background.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. I am better at handling daily life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. I get along better with family members.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. I get along better with friends and other people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. I am doing better in school and/or work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. I am better able to cope when things go wrong.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. I am satisfied with my family life right now.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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# Consumer Satisfaction Survey Respondents

## Total Usuable Survey Responses

### Statewide

Total = 8,457

Total = 4,736

Adult Surveys			Youth Surveys		
Number	Percent of Total		Number	Percent of Total	
By Age Group					
		Ages 0-11	1,745	36.8%	
		Ages 12-17	2,454	51.8%	
2,426	28.7%	Ages 18-34			
4,631	54.8%	Ages 35-44			
1,188	14.0%	Ages 55+			
212	2.5%	Unknown Age	537	11.3%	
By Gender					
4,275	50.5%	Female	1,318	27.8%	
3,295	39.0%	Male	2,880	60.8%	
887	10.5%	Gender Unknown	538	11.4%	
By Race/Ethnicity					
2,631	31.1%	African American	1,724	36.4%	
4,710	55.7%	White	2,227	47.0%	
224	2.6%	Other Race	244	5.2%	
892	10.5%	Race Not Reported	541	11.4%	
98	1.2%	Hispanic Latino	92	1.9%	
Hispanic/Latino is a special designation that is made separate from race in the client data. Clients who are marked as such may come from any racial group.					
By Client Disability					
3,604	42.6%	Mental Health	2,560	54.1%	
531	6.3%	Substance Abuse	71	1.5%	
37	0.4%	Developmental Disabilities	72	1.5%	
1,795	21.2%	Multiple Disabilities	626	13.2%	
2,490	29.4%	Unknown Disability	1,407	29.7%	
By Length of Time Since Admission					
589	7.0%	One Month or Less	244	5.2%	
1,559	18.4%	One to Six Months	836	17.7%	
703	8.3%	Six to Twelve Months	674	14.2%	
2,151	25.4%	One to Five Years	1,817	38.4%	
1,202	14.2%	Five to Ten Years	566	12.0%	
1,367	16.2%	More than Ten Years	62	1.3%	
886	10.5%	Unknown Length	537	11.3%	

# Consumer Satisfaction Survey Respondents

## Usable Survey Responses by Age Groups

for October 2003 Survey

	Adults						Youth			
	Age 18-34	Age 35-54	Age 55+	Age Unknown	Total		Young Child (0-11)	Teen (12-17)	Age Unknown	Total
Alamance-Caswell	50	166	49	3	268	Alamance-Caswell	32	42	9	83
Albemarle	58	110	39	1	208	Albemarle	42	44	3	89
Catawba	65	97	22	0	184	Catawba	25	57	1	83
Centerpoint	158	280	63	6	507	Centerpoint	45	62	3	110
Crossroads	63	128	32	3	226	Crossroads	36	53	1	90
Cumberland	65	113	32	2	212	Cumberland	29	78	10	117
Durham	141	248	58	55	502	Durham	32	138	34	204
Eastpointe	68	120	31	0	219	Eastpointe	73	120	7	200
Edgecombe-Nash	124	219	46	4	393	Edgecombe-Nash	45	67	8	120
Foothills	73	118	31	0	222	Foothills	83	96	19	198
Guilford	123	229	57	1	410	Guilford	73	117	2	192
Johnston	56	100	25	1	182	Johnston	41	45	2	88
Lee-Harnett	76	92	25	20	213	Lee-Harnett	37	68	29	134
Mecklenburg	54	117	15	0	186	Mecklenburg	34	158	7	199
Neuse	61	131	32	4	228	Neuse	64	66	16	146
New River	94	148	49	0	291	New River	77	39	10	126
Onslow	69	97	26	2	194	Onslow	36	54	7	97
OPC	50	105	21	46	222	OPC	49	81	13	143
Pathways	131	209	59	0	399	Pathways	67	110	5	182
Piedmont	21	40	11	8	80	Piedmont	5	22	54	81
Pitt	74	117	17	0	208	Pitt	42	105	9	156
Riverstone	32	77	23	2	134	Riverstone	54	49	25	128
Roanoke-Chowan	48	134	50	0	232	Roanoke-Chowan	58	52	2	112
Rockingham	45	99	37	0	181	Rockingham	10	45	2	57
Sandhills	183	357	94	0	634	Sandhills	259	219	67	545
Smoky Mountain	42	87	31	22	182	Smoky Mountain	34	61	9	104
Southeastern Center	62	169	39	0	270	Southeastern Center	93	103	19	215
Southeastern Regional	57	112	24	1	194	Southeastern Regional	46	103	52	201
Tideland	42	74	14	2	132	Tideland	19	23	8	50
VGFW	48	96	21	0	165	VGFW	16	24	2	42
Wake	40	134	23	2	199	Wake	3	22	12	37
Western Highlands	108	204	41	3	356	Western Highlands	104	69	52	225
Wilson-Greene	44	103	51	10	208	Wilson-Greene	82	62	29	173
Unknown Area	1	1	0	14	16	Unknown Area	0	0	9	9
<b>Statewide</b>	<b>2,426</b>	<b>4,631</b>	<b>1,188</b>	<b>212</b>	<b>8,457</b>	<b>Statewide</b>	<b>1,745</b>	<b>2,454</b>	<b>537</b>	<b>4,736</b>

# Consumer Satisfaction Survey Respondents

## Usable Survey Responses by Gender

for October 2003 Survey

	Adults					Youth			
	Females	Males	Gender Unknown	Total		Females	Males	Gender Unknown	Total
Alamance-Caswell	133	103	32	268	Alamance-Caswell	24	50	9	83
Albemarle	121	77	10	208	Albemarle	23	63	3	89
Catawba	90	88	6	184	Catawba	27	55	1	83
Centerpoint	243	246	18	507	Centerpoint	24	82	4	110
Crossroads	148	73	5	226	Crossroads	34	55	1	90
Cumberland	108	84	20	212	Cumberland	43	64	10	117
Durham	233	214	55	502	Durham	62	108	34	204
Eastpointe	118	91	10	219	Eastpointe	55	138	7	200
Edgecombe-Nash	205	159	29	393	Edgecombe-Nash	33	79	8	120
Foothills	117	86	19	222	Foothills	50	129	19	198
Guilford	230	160	20	410	Guilford	36	154	2	192
Johnston	122	58	2	182	Johnston	23	63	2	88
Lee-Harnett	92	59	62	213	Lee-Harnett	35	70	29	134
Mecklenburg	67	111	8	186	Mecklenburg	49	143	7	199
Neuse	111	98	19	228	Neuse	49	81	16	146
New River	158	96	37	291	New River	43	73	10	126
Onslow	86	78	30	194	Onslow	33	57	7	97
OPC	97	69	56	222	OPC	54	76	13	143
Pathways	251	139	9	399	Pathways	65	112	5	182
Piedmont	9	9	62	80	Piedmont	6	21	54	81
Pitt	100	96	12	208	Pitt	33	114	9	156
Riverstone	74	42	18	134	Riverstone	33	70	25	128
Roanoke-Chowan	142	83	7	232	Roanoke-Chowan	32	78	2	112
Rockingham	93	77	11	181	Rockingham	20	35	2	57
Sandhills	312	284	38	634	Sandhills	131	347	67	545
Smoky Mountain	92	56	34	182	Smoky Mountain	28	67	9	104
Southeastern Center	151	106	13	270	Southeastern Center	79	117	19	215
Southeastern Regional	78	70	46	194	Southeastern Regional	43	106	52	201
Tideland	75	41	16	132	Tideland	11	31	8	50
VGFW	83	72	10	165	VGFW	12	28	2	42
Wake	82	83	34	199	Wake	13	12	12	37
Western Highlands	157	111	88	356	Western Highlands	74	99	52	225
Wilson-Greene	97	76	35	208	Wilson-Greene	41	103	29	173
Unknown Area	0	0	16	16	Unknown Area	0	0	9	9
<b>Statewide</b>	<b>4,275</b>	<b>3,295</b>	<b>887</b>	<b>8,457</b>	<b>Statewide</b>	<b>1,318</b>	<b>2,880</b>	<b>538</b>	<b>4,736</b>

# Consumer Satisfaction Survey Respondents

## Usable Survey Responses by Race/Ethnicity

for October 2003 Survey

	Adults							Youth					
	African American	White	Other Race	Race Unknown	Total	Hispanic /Latino		African American	White	Other Race	Race Unknown	Total	Hispanic /Latino
Alamance-Caswell	82	145	9	32	268	6	Alamance-Caswell	14	57	3	9	83	1
Albemarle	37	158	3	10	208	2	Albemarle	42	40	4	3	89	2
Catawba	30	140	8	6	184	6	Catawba	13	64	5	1	83	3
Centerpoint	204	275	9	19	507	2	Centerpoint	41	60	5	4	110	1
Crossroads	24	192	5	5	226	6	Crossroads	14	69	6	1	90	5
Cumberland	102	76	13	21	212	5	Cumberland	54	48	5	10	117	5
Durham	240	190	16	56	502	7	Durham	136	30	3	35	204	2
Eastpointe	93	111	5	10	219	4	Eastpointe	100	82	11	7	200	9
Edgecombe-Nash	201	158	5	29	393	5	Edgecombe-Nash	73	37	2	8	120	1
Foothills	15	180	8	19	222	7	Foothills	18	147	14	19	198	6
Guilford	170	207	14	19	410	2	Guilford	121	63	6	2	192	2
Johnston	48	128	4	2	182	1	Johnston	23	59	4	2	88	0
Lee-Harnett	38	111	2	62	213	1	Lee-Harnett	29	72	4	29	134	5
Mecklenburg	115	54	6	11	186	3	Mecklenburg	144	42	6	7	199	2
Neuse	75	123	11	19	228	2	Neuse	26	94	10	16	146	1
New River	8	240	6	37	291	4	New River	5	105	6	10	126	5
Onslow	62	94	8	30	194	4	Onslow	21	57	10	9	97	6
OPC	35	127	4	56	222	1	OPC	45	76	9	13	143	3
Pathways	64	322	4	9	399	2	Pathways	40	129	8	5	182	0
Piedmont	7	10	1	62	80	0	Piedmont	9	18	0	54	81	0
Pitt	81	112	3	12	208	0	Pitt	99	47	1	9	156	0
Riverstone	72	41	3	18	134	0	Riverstone	55	40	8	25	128	0
Roanoke-Chowan	158	66	1	7	232	0	Roanoke-Chowan	80	29	1	2	112	1
Rockingham	53	116	1	11	181	2	Rockingham	15	38	2	2	57	1
Sandhills	182	402	12	38	634	8	Sandhills	200	249	29	67	545	9
Smoky Mountain	2	145	1	34	182	1	Smoky Mountain	2	88	5	9	104	2
Southeastern Center	56	186	15	13	270	7	Southeastern Center	78	103	15	19	215	7
Southeastern Regional	74	50	24	46	194	1	Southeastern Regional	60	47	42	52	201	2
Tideland	45	70	1	16	132	0	Tideland	21	18	3	8	50	0
VGFW	85	65	5	10	165	0	VGFW	23	16	1	2	42	1
Wake	63	93	9	34	199	5	Wake	10	13	2	12	37	2
Western Highlands	25	239	4	88	356	3	Western Highlands	21	139	13	52	225	6
Wilson-Greene	85	84	4	35	208	1	Wilson-Greene	92	51	1	29	173	2
Unknown Area	0	0	0	16	16	0	Unknown Area	0	0	0	9	9	0
<b>Statewide</b>	<b>2,631</b>	<b>4,710</b>	<b>224</b>	<b>892</b>	<b>8,457</b>	<b>98</b>	<b>Statewide</b>	<b>1,724</b>	<b>2,227</b>	<b>244</b>	<b>541</b>	<b>4,736</b>	<b>92</b>

- Hispanic/Latino is a special designation that is made separate from race in the client data. Clients who are marked as such may come from any racial group.

# Consumer Satisfaction Survey Respondents

## Usable Survey Responses by Client Disability

### for October 2003 Survey

*Of the adult clients with multiple disabilities, 99.8% had Mental Health, 79.9% had Substance Abuse, and 24.7% had Developmental Disabilities. Clients with developmental disabilities are not required to use this consumer satisfaction survey but may be included.*

*Of the child clients with multiple disabilities, 99.8% had Mental Health, 37.9% had Substance Abuse, and 64.9% had Developmental Disabilities. Clients with developmental disabilities are not required to use this consumer satisfaction survey but may be included.*

	Adults							Youth					
	Mental Health	Substance Abuse	Developmental Disabilities	Multiple Disabilities	Unknown	Total		Mental Health	Substance Abuse	Developmental Disabilities	Multiple Disabilities	Unknown	Total
Alamance-Caswell	127	23	2	66	50	268	Alamance-Caswell	58	0	1	7	17	83
Albemarle	82	7	0	22	97	208	Albemarle	46	0	0	11	32	89
Catawba	87	7	0	24	66	184	Catawba	41	0	0	11	31	83
Centerpoint	213	94	2	173	25	507	Centerpoint	67	14	0	19	10	110
Crossroads	98	9	0	40	79	226	Crossroads	37	0	0	12	41	90
Cumberland	94	1	0	32	85	212	Cumberland	68	0	2	11	36	117
Durham	160	62	3	87	190	502	Durham	120	4	7	25	48	204
Eastpointe	108	5	1	46	59	219	Eastpointe	123	10	1	32	34	200
Edgecombe-Nash	133	1	0	71	188	393	Edgecombe-Nash	46	1	2	13	58	120
Foothills	138	11	0	47	26	222	Foothills	153	0	0	19	26	198
Guilford	151	45	0	106	108	410	Guilford	114	4	5	38	31	192
Johnston	101	3	0	26	52	182	Johnston	55	0	2	9	22	88
Lee-Harnett	95	7	3	23	85	213	Lee-Harnett	56	3	0	14	61	134
Mecklenburg	46	15	6	100	19	186	Mecklenburg	113	3	1	59	23	199
Neuse	104	10	4	61	49	228	Neuse	50	1	11	21	63	146
New River	128	2	1	62	98	291	New River	46	0	0	14	66	126
Onslow	82	17	3	57	35	194	Onslow	62	0	5	22	8	97
OPC	110	2	1	44	65	222	OPC	79	1	1	23	39	143
Pathways	218	14	1	44	122	399	Pathways	138	2	1	13	28	182
Piedmont	8	2	0	2	68	80	Piedmont	15	6	0	4	56	81
Pitt	43	53	0	48	64	208	Pitt	93	6	2	31	24	156
Riverstone	56	1	0	27	50	134	Riverstone	54	0	0	8	66	128
Roanoke-Chowan	139	6	0	60	27	232	Roanoke-Chowan	75	1	5	22	9	112
Rockingham	87	8	0	22	64	181	Rockingham	19	3	0	19	16	57
Sandhills	251	34	6	144	199	634	Sandhills	318	4	13	53	157	545
Smoky Mountain	77	0	0	23	82	182	Smoky Mountain	50	0	1	10	43	104
Southeastern Center	142	16	0	51	61	270	Southeastern Center	119	0	1	25	70	215
Southeastern Regional	51	29	0	41	73	194	Southeastern Regional	73	7	3	36	82	201
Tideland	82	4	0	20	26	132	Tideland	29	0	1	4	16	50
VGFW	79	5	3	46	32	165	VGFW	24	0	0	1	17	42
Wake	98	13	0	41	47	199	Wake	21	0	0	1	15	37
Western Highlands	112	0	0	105	139	356	Western Highlands	87	1	1	18	118	225
Wilson-Greene	104	25	1	34	44	208	Wilson-Greene	111	0	6	21	35	173
Unknown Area	0	0	0	0	16	16	Unknown Area	0	0	0	0	9	9
<b>Statewide</b>	<b>3,604</b>	<b>531</b>	<b>37</b>	<b>1,795</b>	<b>2,490</b>	<b>8,457</b>	<b>Statewide</b>	<b>2,560</b>	<b>71</b>	<b>72</b>	<b>626</b>	<b>1,407</b>	<b>4,736</b>

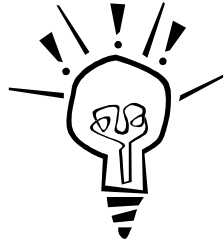


# Consumer Satisfaction Survey Respondents

## Usable Survey Responses by Length of Time Since Client Admission

for October 2003 Survey

	Adults									Youth							
	One Month or Less	One to Six Months	Six to Twelve Months	One to Five Years	Five to Ten Years	More than Ten Years	Unknown Length	Total		One Month or Less	One to Six Months	Six to Twelve Months	One to Five Years	Five to Ten Years	More than Ten Years	Unknown Length	Total
Alamance-Caswell	14	43	16	63	37	63	32	268	Alamance-Caswell	8	22	9	29	6	0	9	83
Albemarle	23	53	21	57	27	17	10	208	Albemarle	9	11	12	38	15	1	3	89
Catawba	9	47	25	52	23	22	6	184	Catawba	8	33	13	23	5	0	1	83
Centerpoint	29	75	17	141	131	96	18	507	Centerpoint	11	29	15	33	19	0	3	110
Crossroads	23	67	35	57	29	10	5	226	Crossroads	11	35	13	26	4	0	1	90
Cumberland	14	45	17	46	32	38	20	212	Cumberland	1	29	29	33	14	1	10	117
Durham	43	82	43	114	79	86	55	502	Durham	1	31	28	79	28	3	34	204
Eastpointe	12	42	19	83	17	36	10	219	Eastpointe	17	43	25	85	22	1	7	200
Edgecombe-Nash	36	119	31	106	24	48	29	393	Edgecombe-Nash	5	19	11	57	19	1	8	120
Foothills	14	14	15	61	47	52	19	222	Foothills	6	40	29	80	22	2	19	198
Guilford	14	106	52	117	43	59	19	410	Guilford	4	23	21	97	37	8	2	192
Johnston	11	50	19	56	21	23	2	182	Johnston	9	31	14	26	4	2	2	88
Lee-Harnett	19	22	15	54	20	21	62	213	Lee-Harnett	10	21	11	50	13	0	29	134
Mecklenburg	20	37	20	55	16	30	8	186	Mecklenburg	3	21	50	105	12	1	7	199
Neuse	24	25	15	43	39	63	19	228	Neuse	5	26	28	45	21	5	16	146
New River	10	61	18	88	38	39	37	291	New River	4	32	30	40	9	1	10	126
Onslow	12	26	13	49	33	31	30	194	Onslow	6	9	13	46	15	1	7	97
OPC	8	17	17	42	44	38	56	222	OPC	14	35	24	46	11	0	13	143
Pathways	41	105	63	107	39	35	9	399	Pathways	10	47	22	82	15	1	5	182
Piedmont	0	4	2	6	5	1	62	80	Piedmont	1	8	6	12	0	0	54	81
Pitt	17	27	27	83	22	20	12	208	Pitt	11	17	17	69	30	3	9	156
Riverstone	13	11	5	30	31	26	18	134	Riverstone	14	7	11	45	25	1	25	128
Roanoke-Chowan	11	31	16	59	37	71	7	232	Roanoke-Chowan	6	22	16	52	14	0	2	112
Rockingham	20	46	16	41	22	25	11	181	Rockingham	2	15	10	23	5	0	2	57
Sandhills	53	105	49	153	107	129	38	634	Sandhills	30	79	87	213	61	8	67	545
Smoky Mountain	9	37	11	44	27	20	34	182	Smoky Mountain	1	17	11	52	12	2	9	104
Southeastern Center	17	47	32	77	44	40	13	270	Southeastern Center	12	36	40	75	29	4	19	215
Southeastern Regional	9	48	10	32	26	23	46	194	Southeastern Regional	3	28	19	65	32	2	52	201
Tideland	10	23	8	37	22	16	16	132	Tideland	7	6	6	19	4	0	8	50
VGFW	12	23	6	42	19	53	10	165	VGFW	2	7	6	20	3	2	2	42
Wake	21	17	12	44	30	41	34	199	Wake	1	4	4	12	2	2	12	37
Western Highlands	17	75	30	74	31	41	88	356	Western Highlands	11	45	32	70	13	2	52	225
Wilson-Greene	4	29	8	38	40	54	35	208	Wilson-Greene	1	8	12	70	45	8	29	173
Unknown Area	0	0	0	0	0	0	16	16	Unknown Area	0	0	0	0	0	0	9	9
Statewide	589	1,559	703	2,151	1,202	1,367	886	8,457	Statewide	244	836	674	1,817	566	62	537	4,736



If you have any suggestions on how we might improve the administering, reporting, or use of consumer satisfaction information for North Carolina's mental health, developmental disabilities, and substance abuse services system and help support efforts at improving the quality of care being provided please contact the appropriate state staff at the addresses listed below.

**Staff to Contact**

<b>Administering and Processing the Survey</b>	<b>Reporting and Analyzing the Survey Results</b>
Information Systems Team Resource/Regulatory Management Section Division of MH/DD/SAS 3019 Mail Service Center Raleigh, North Carolina 27699-3019	Quality Management Team Community Policy Management Section Division of MH/DD/SAS 3009 Mail Service Center Raleigh, North Carolina 27699-3004

The Division's web page --- <http://www.dhhs.state.nc.us/mhddsas/>

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